

# Bilingual Phone Educator - Job Description

<b>Job Title:</b>	Bilingual Phone Educator
<b>Department:</b>	Cliff Valley Clinic
<b>Reports To:</b>	Front Office Supervisor
<b>Position Category:</b>	Full-time/Non-exempt
<b>Salary:</b>	\$17.51/hour

**Position Description:** This position is responsible for providing high quality, client-focused service to our callers to assist them with making and/or preparing for a clinic appointment. Representing the organization in daily interactions with external and internal constituents, the Phone Educator must operate on many levels with efficiency, enthusiasm, and professionalism and be committed to the ideals and principles upheld by Feminist Women's Health Center. The ideal candidate will exhibit a high degree of emotional intelligence, strong communication skills combined with patience, empathy, and compassion for our patients.

## Essential Responsibilities:

- Answers incoming calls from patients and external customers.
- Manage rolling incoming calls as a part of the call center – setting appointments, answering questions, confirming appointments, and providing clients with information in advance of an appointment.
- Educates the clients on all information necessary for understanding options for an abortion and aftercare instructions.
- Provides superior customer service through inbound and outbound calls.
- Works directly with the patient or their representative to inquire about the patient's potential eligibility for financial assistance, and screens patients to evaluate eligibility for as applicable.
- Documents and updates internal patient database (NextGen) with appropriately detailed patient information for each appointment.
- Assists callers in resolving issues by identifying and taking appropriate actions and communicating with proper stakeholders.
- Collaborates with other team members in a professional and courteous manner.
- Other duties as assigned.

**Qualifications:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Knowledge, Skills, and Other Abilities:

- High School Diploma or equivalent; Bachelor's degree preferred, but not required
- Bilingual in English and Spanish highly preferred
- Experience in a role that requires patient interaction, either in person or over the phone
- Experience in healthcare customer service
- Experience working in a role with a high volume of either inbound or outbound calls
- Experience dealing with Electronic Health Records (EHR) databases to document patient interactions and retrieve related information; experience with NextGen preferred
- Employs creative thinking and a professional, solutions-oriented approach to their work
- Ability to work well in an independent setting with minimal supervision
- Ability to work collaboratively within a team

- Superb interpersonal, written, and verbal communication skills
- Able to communicate effectively with clients, staff, and supervisors
- Ability to communicate effectively with patients or their respective representatives
- Strong customer service skills, including strong active listening and trust building skills
- Strong individual accountability and ownership
- Strong work ethic and positive approach, with a willingness to be flexible and see projects through to completion
- Commitment to social justice, reproductive justice, racial justice, and queer and trans liberation. Knows how to work with people of different identities, backgrounds, and interests
- Basic knowledge of reproductive health and abortion care
- Able to provide education and advocacy for all in a supportive, non-judgmental manner
- Possess a good level of emotional intelligence to work effectively with a small team, and skilled in relationship and consensus-building
- Able to handle multiple tasks effectively with meticulous attention to detail
- High level of discretion and confidentiality
- Strong sense of professionalism and reliability

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, use hands, and talk or hear. The employee is regularly required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 lbs.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position is primarily an in-office position. Must also be able to participate in online virtual communications including email, video conferencing, and other online tools used to facilitate virtual office culture and work sharing.
- Must be able to conduct business in English; however, fluency in languages other than English is a plus.
- This role routinely uses standard office equipment such as computers, phones, and scanners. Employee is regularly required to communicate effectively via computer, via phone, and in person.
- The noise level in the work environment is usually moderate.

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**This position, as with all roles at the Feminist Women’s Health Center, includes upholding the philosophy and mission of the organization by:**

- Maintaining work performance consistent with the policies and procedures.
- Demonstrating an ability to work well with diverse groups of people.
- Maintaining a high degree of professional ethics, which includes confidentiality of client, donor, volunteer, and employee information, business strategies, etc.
- Utilizing work time efficiently and with integrity.

- Contributing to a positive team environment through reliability and accountability; communicating positively and assertively; and appreciating and recognizing your team members.
- Contributing to self-development and professional growth by seeking opportunities to learn through journals, seminars or special programs and shares learning with others.
- Communicating effectively with supervisors on the status of work in progress, including written status reports and staff meetings.
- Completing projects and work assignments as assigned by deadlines.
- Communicating questions about work assignments or deadlines to supervisors or appropriate staff and team members.

Position will be reviewed annually on adherence to and performance in job functions as outlined and may be modified as a result. The Bilingual Phone Educator will actively contribute to the development of this position and its function within the organization.

**Feminist Women's Health Center is an equal opportunity employer.**