

JOB DESCRIPTION

JOB TITLE:	CMC Operator
ORGANISATION:	The Practice Services plc
REPORTS TO:	Call Centre Team Supervisor
MANAGES:	None
LOCATION:	Bell Lane Office Village & other sites as required

CMC Overview

Our Call Management Centre (CMC) provides an in and outbound call service to various divisions within the organization. As the Service is centralized, we are able to offer extended opening hours and ensure consistent call management across the business.

The CMC will be open 8am until 8pm 7 days a week apart from public holidays, therefore, we are able to offer a wide range of days and hours.

MAIN RESPONSIBILITIES

To ensure patients and other callers to and from the CMC receive a high quality experience ensuring the correct information is provided in the most efficient and effective way.

To ensure that all appointments made are appropriately made in accordance with the protocols provided.

MAIN TASKS - PRINCIPAL DUTIES AND RESPONSIBILITIES

- Receive and book appointments.
- Coordinating the booking schedules for all services ensuring sufficient appointments are available and highlight shortfalls as appropriate
- Fulfilling of envelopes
- Franking of mail
- Scanning and filing records
- Other duties as required to support the smooth running of the service

PERSON SPECIFICATION

- Possess good written and oral communication skills as they will be dealing with all levels of people (patients, directors, clinical staff, external parties and work colleagues) ensuring the Company image is always portrayed in a favourable manner
- The ability to handle sensitive information and maintain strict confidentiality with regard to both patient and corporate information
- The ability to prioritise own workload and work flexibly to meet organizational needs

- The ability to read and respond to emails and letters, forwarding to appropriate people where necessary and keeping accurate records of actions taken
- Having a sound knowledge of latest policies and procedures and have the ability to follow them
- Have good PC skills – ideally will be able to use basic Word, Excel, and e-mail
- Have a personable, polite and patient nature ensuring:
 - Needs to have an empathy with patients
 - Needs to have a positive and friendly approach to patient care
 - Needs to be able to remain calm when under pressure
- Be adaptable and comfortable dealing with changing priorities
- The ability to work as part of a team and under their own initiative being self-directed and self-motivated
- Enjoy working in a call centre environment as the majority of work will be telephoned based
- Ideally, staff will also possess a clean, valid full UK Driving License

This job description is not definitive or exhaustive. It is a reflection of the present requirement and may be subject to review and amendment in light of future changes or developments. The post holder may, therefore, be required to undertake other duties commensurate with the post agreed with the Sexual Health & Call Centre Team Supervisor.