



SCHEDULING REPRESENTATIVE

Job Requisition **#19-0030**
Location: **Riverside Health Center**
Application Deadline: **Until Filled**

Hours Per Week: **40**
Status: **Full Time**
Benefit Eligible: **Yes**

All people share a powerful need for the basic necessities of a good life and a place that understands that good health starts with a caring touch and a kind word. For over 45 years, the Community Health Centers of Burlington (CHCB) has provided access to high quality health care regardless of financial status or life circumstance. We strive to improve the health of all within the communities we serve in an environment that conveys respect, offers support, and encourages people to be actively involved in their own health care.

CHCB is an innovative Federally Qualified Health Center with eight sites throughout Chittenden County and southern Grand Isle County. We are an Equal Opportunity Employer.

Essential Duties

The Community Health Centers of Burlington is recruiting for a Scheduling Representative! The Scheduling Representative is responsible for managing the majority of communications coming directly into the CHCB including, but not limited to making, scheduling, canceling and rescheduling of appointments, taking messages for clinical staff, and appointment reminders. Also performs a variety of clerical tasks.

Basic Qualifications

- High School Diploma or GED
- Minimum six months experience in a medical office setting, including use of electronic appointment scheduling system and/or equal experience in a call center setting.

Knowledge, Skills and Ability

- Ability to operate a telephone switchboard system and an electronic appointment scheduling system.
- Knowledge of Microsoft Office products including Word, Excel and Outlook.
- Ability to evaluate needs of customers and dispatch requests and information accordingly
- Knowledge of processes to provide excellent service including evaluating needs and meeting quality standards for service.
- Ability to convey detailed information clearly, ensuring others understand.
- Active listening skills including ability to give full attention to others, understand points being made and asking appropriate clarifying questions.
- Ability to remain pleasant, good-natured and cooperative when dealing with challenging clientele.
- Ability to manage and prioritize workload with little supervision, with a willingness to take on responsibility and challenges.

To apply for this position, please send a resume and cover letter to: HR@CHCB.org

The Human Resources Department will contact applicants who have been chosen to continue through the applicant selection process.

Learn More! See our Website at www.CHCB.org !