



POSITION: CALL CENTER REPRESENTATIVE

Location: Kelowna

Type: Full Time

Valley Medical Laboratories is a physician owned and operated community laboratory that is proud to have been serving the residents and physicians of B.C.'s Okanagan Valley since 1969. The lab is owned and operated by a group of local pathologists, reliably serving the needs of patients from Vernon to Osoyoos from one of 14 collection locations conveniently located in Osoyoos, Penticton, Peachland, West Kelowna, Kelowna, Winfield, Vernon and Lumby.

Reports to Central Processing Department Team Lead

Hours of Work Current departmental hours of coverage 7:30am to 5:00pm Monday through Friday

QUALIFICATIONS

Education

- Grade 12 education

Experience

- Minimum 2 years' experience in customer service

SKILLS AND ABILITIES

- Work independently with minimal supervision within a team environment
- Demonstrate professional behavior, good judgment and decision-making skills
- Maintain high ethical principles and treat all patient information in strict confidence
- Practice safe work procedures at all times to ensure the safety of co-workers and patients
- Communicate effectively both verbally and in writing
- Strong phone and active listening skills
- Attention to detail
- Ability to deal with others effectively
- Ability to type 40 wpm
- Ability to organize work
- Ability to navigate through computer software programs and perform basic computer functions efficiently



RESPONSIBILITIES

Customer Service

- Answer inbound telephone calls in a timely manner
- Provide patients and medical practitioners with important laboratory information, answer questions, address concerns and troubleshoot simple issues
- Listen to patients and medical practitioners to understand the reason for their call, address all questions or complaints, and provide an accurate and efficient response
- Engaging in active listening with callers, confirming or clarifying information
- Follow call center 'scripts' when handling different topics
- Direct calls to appropriate VML staff as required
- Provide directions to patients regarding Net Check-In, appointment bookings and specimen collection requirements
- Maintain and form good relations while representing the lab in a professional manor
- Maintain the strictest standards of patient privacy and confidentiality

Miscellaneous Duties

- Omni Assistant metadata entry
- FIT kit assembly
- Investigate test requirements using the Valley Medical Laboratories Test Code Manual in order to effectively answer test related questions
- Navigate Laboratory Information System to view fax order requests
- Utilize Laboratory Information System, scanning and appointment bookings software
- Input data into Laboratory Information system as required to keep patient records updated
- Adherence to standards and guidelines
- Perform other related duties as assigned