



Physicians Caring for Texans

TEXAS MEDICAL ASSOCIATION JOB DESCRIPTION

DEPARTMENT Knowledge Resource Center
TITLE Call Center Receptionist
SUPERVISOR Director, Knowledge Resource Center

BASIC FUNCTION

Responsible for answering TMA telephone lines and directing calls to the proper departments. Greets and directs visitors to proper departments.

MAJOR RESPONSIBILITIES/TASKS

1. Operate the switchboard and respond to member requests.
2. Greet and direct visitors to the proper department.
3. Process incoming and outgoing mail as necessary.
4. Receive TMA deliveries.
5. Accept and place member changes, orders, and additions in computer system.
6. Provide members with product and service information.
7. Transfer inbound calls to appropriate staff.
8. Identify, research, and resolve member issues using the computer system.
9. Follow-up on member inquiries not immediately resolved.
10. Recognize, document, and alert the supervisor of trends in member calls.
11. Recommend process improvements.
12. Other duties as assigned.

SUPERVISORY RESPONSIBILITY

No supervisory responsibility.

INDEPENDENCE/SUPERVISION RECEIVED

Duties are performed under general supervision according to generally prescribed guidelines. Employee is responsible for judgment that is exercised regarding selection and interpretation of methods and procedures to be used personally.

JGR
April 9, 2014

GENERAL QUALIFICATION REQUIREMENTS

Knowledge and Experience:

Requires basic understanding of a specialized area of knowledge normally acquired through four years of high school, plus one to three years of college or vocational school, or equivalent experience. Call center and customer service experience helpful.

Skills and Abilities:

Must be able to follow oral and written instructions and deal effectively with other TMA employees and members. Must have excellent organizational skills, communication skills, ability to work within a team, and dedication to a project. Must be able to coordinate resources from different areas of TMA. PC skills required include Microsoft Word and Excel.

TO APPLY:

Please go to www.texmed.org

- About TMA
- Work at TMA
- Employment Opportunities at TMA

Follow the application instructions for consideration. No walk-ins, faxes or phone calls, please.

The purpose of a job description is to describe the overall function and general responsibilities of a job. Job descriptions are used in hiring and training and to provide employees with a better understanding of employer expectations. Descriptions are revised as job responsibilities change.

JGR
April 9, 2014