

Job Title: CSR (Customer Service Representative) -

Job Summary:

As a CSR specializing in call listening for our dental clinic, your exceptional listening skills will be instrumental in ensuring outstanding customer service and patient satisfaction. You will be responsible for meticulously listening to recorded calls between our receptionists and patients, evaluating interactions to identify areas for improvement, ensuring compliance with quality standards, and providing targeted feedback and coaching to enhance performance. Your keen attention to detail and empathetic approach will contribute significantly to maintaining high service standards and fostering positive patient experiences.

Key Responsibilities:

1. Call Monitoring: Diligently listen to recorded calls between receptionists and patients, demonstrating acute attention to detail and strong listening skills to analyze communication dynamics effectively.
2. Quality Assessment: Evaluate calls based on predefined quality metrics, including active listening, empathy, professionalism, accuracy of information conveyed, and overall customer experience.
3. Feedback and Coaching: Provide insightful and constructive feedback to receptionists based on call evaluations, emphasizing areas of strength and opportunities for improvement. Deliver personalized coaching sessions to support skill development and enhance performance.
4. Compliance and Standards: Ensure receptionists adhere to established protocols, guidelines, and regulatory requirements during customer interactions, maintaining compliance with industry standards and clinic policies.
5. Issue Resolution: Assist in resolving customer concerns or complaints escalated from call interactions, demonstrating empathy and professionalism in addressing patient needs and ensuring satisfactory resolution.
6. Performance Reporting: Generate comprehensive reports summarizing call evaluation findings, trends, and actionable insights for improvement. Collaborate with management to implement strategies aimed at enhancing service quality and patient satisfaction.
7. Training Support: Work closely with the training department to develop and update training materials, procedures, and scripts for receptionists, incorporating learnings from call evaluations to optimize communication effectiveness and service delivery.
8. Continuous Improvement: Proactively identify opportunities to enhance processes, streamline workflows, and optimize customer service practices. Participate in team discussions and contribute innovative ideas to drive continuous improvement in service quality and patient care.

Qualifications:

Exceptional listening skills, with the ability to grasp nuances and subtleties in verbal communication effectively.

Previous experience in customer service or call center roles, preferably within the healthcare or dental industry.

Strong communication skills, both verbal and written, with the ability to provide constructive feedback and engage effectively with team members.

High level of attention to detail and analytical thinking for accurate call evaluation and performance assessment.

Familiarity with customer service principles, quality assurance practices, and industry regulations.

Proficiency in using call monitoring software, Microsoft Office applications, and other relevant tools.

Ability to work independently and collaboratively in a dynamic and fast-paced environment.

Commitment to maintaining confidentiality and professionalism in handling patient information and sensitive issues.

Education:

High school diploma or equivalent required.

Additional certification or training in customer service, communication, or quality assurance is preferred.

Join our team and make a meaningful impact on patient experiences by leveraging your exceptional listening skills and dedication to service excellence at our dental clinic!