Ваш надійний помічник

Customer Service Agent (English, Spanish - competitive advantage), 22000 грн.

Київ, 5 вересня 2025

Компанія: Front Desk Helpers (https://jobs.ua/company/id/1616582) (Всі вакансії)

Рубрики: Медицина, фармацевтика, Робота для студентів, Робота без кваліфікації

Побажання до співробітника

Освіта:	незакінчена вища
Досвід роботи:	не вимагається
Графік роботи:	часткова зайнятість

Опис вакансії

Front Desk Helpers (frontdeskhelpers.com) is a woman-founded outsourcing company based in New Jersey, USA, established in 2015. Our expertise concentrates on providing talent solutions across various industries, including healthcare, IT, telecommunications, transportation, architecture, HR management, and more.

At Front Desk Helpers, we are committed to offering stable job opportunities, encouraging ongoing personal growth, and enabling collaboration with top-tier international professionals. If our values align with yours, we encourage you to submit your application! We are currently seeking a **Medical Front Desk Agent** for a medical clinic in New York. This is a fully remote, part-time position.

Please note that candidates will be required to watch training videos, read manuals, and complete training with the team lead, as well as perform a simulation call with the clinic's manager. The training covers a substantial amount of medical information, including details about doctors' availability, insurance information, clinic specialization, and more.

What do we offer:

- Paid training to prepare you for work in the new company.
- A competitive salary that is paid in USD.
- The opportunity to work within an experienced team with supervisory support.
- A chance to start a new career path in the medical field.
- The ability to work remotely.
- Learn how to work with world-used programs and applications.
- Seven days of paid vacation annually after one year of employment.
- Provision of hardware IP phones for connecting with US customers, as well as all necessary software (including CRM, virtual fax machine, SMS service, and VPN).
- Open-minded management that is easy to contact.
- Equal opportunities for individuals of any age, gender, or nationality.
- Access to self-development courses through popular platforms.
- Ongoing technical support.

Responsibilities:

- Answer incoming calls promptly and professionally (50 calls per shift).
- Schedule and confirm patient appointments using our Electronic Medical Records (EMR) system.

- Check and interpret insurance eligibility results using the EMR system.
- Accurately and efficiently take and relay messages.
- Provide excellent customer service to patients and other callers.
- Collaborate with on-site front desk staff to ensure seamless operations.
- Responding to patients' questions.
- Rescheduling, moving, and distributing appointments as needed.
- Ensuring that patient profiles are complete with the required information.
- Sending consent forms to patients.
- Making follow-up calls for no-shows and cancellations of appointments.
- Assisting patients with appointment-related requests, including medication, transportation, and authorizations.

Qualifications:

- Proficiency in English and Russian (Spanish is an advantage).
- Excellent telephone communication skills.
- High level of customer service expertise.
- Ability to manage difficult customers effectively.
- Previous experience working with an EMR (Electronic Medical Record) system or in the medical field will be beneficial.
- Strong communication and organizational skills.
- Ability to work independently and manage time efficiently.

Working hours

- The designated working hours are from 9am-2pm, in the New York time zone. There is a possibility of working extra hours by taking Saturdays.

Compensation:

- The position offers a competitive monthly salary. During the training period, compensation is $4 per hour, which increases to $5,5per hour once the training is completed and the test is passed.

How to Apply: Interested candidates should submit their resume detailing their relevant experience and language proficiency along with resume to **career@frontdeskhelpers.com**

Looking forward to hearing from you!

Контактна інформація

Контактна особа:	TetianaMariukhna
Сайт:	http://frontdeskhelpers.com