



OUTBOUND PATIENT COMMUNICATION SPECIALIST

CUSTOMER SERVICES INDUSTRY

Required Qualifications

- ability to establish and maintain personal relationships with others quickly and easily
- Comfortable with telephone sales, Experience with data Entry is an asset
- Proficiency with Microsoft Office Suite is required, Persistence and persuasiveness
- Conflict resolution and negotiation skills
- Time management, Results Driven, Patient, Motivation for Sales, Handles Rejection, Professionalism
- Understanding of privacy and confidentiality
- Has a very pleasing personality; friendly and patient, Comfortable with telephone sales
- Customer service experience is an asset, Experience with data entry is an asset

Responsibilities

- Contact prospects by telephone and use a prepared sales script and guide to direct conversation.
- Educate prospects on the importance of obtaining one's medical records once their doctor has closed practice or retired, and encourage them to do so.
- Simultaneously maintain conversation and manage basic data entry
- Answer questions for prospects regarding Company's services and elaborate on features.
- Obtain and verify prospect information such as name, address and phone number, and maintain records of conversations, accounts and orders in our unique data management system.
- Monitor data management system to follow up to prospect correspondence.
- Process patient request form orders upon consent
- Receive incoming calls and provide calls with required information related to the company's services

Employment Details

Wage	\$14/hr	Hours	9am-5pm Monday- Friday	
Employment Terms	Full Time			
Major Intersection	Dufferin St and Eglinton Ave (Toronto)		Public Transit	Yes

Job Order details

Job Developer	Clohe 416-760-2573	Job Order #	160171	No. Of Positions	2
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If you are registered with The Learning Enrichment Foundation: Please call the Job Developer.

If you are not registered: Apply for this position in person at **116 Industry Street** Toronto, M6M 4L8, **Monday to Friday, 9:00am - 3:30pm**.
Your S.I.N. and an updated resume are required for registration.