

LOYOLA

University Health System

Health Care Access Call Center

Loyola University Health System is a nationally recognized health care system located 10 miles west of downtown Chicago. Our 70-acre campus includes a 523-bed teaching hospital, a Level I Trauma Center, a regional Burn Center, the Cardinal Bernardin Cancer Center, the Ronald McDonald® Children's Hospital, the Stritch School of Medicine and the Loyola Outpatient Center.

■ SERVICE REPRESENTATIVES

For many patients, the Health Care Access Call Center is their first experience with Loyola. Service Representatives represent the beliefs and philosophy of Loyola University Medical Center. Being courteous, knowledgeable and having the ability to understand the caller's needs are essential in achieving the goal of first call resolution. Service Representatives assist patient with registration, scheduling appointments and medical tests. Excellent listening and communication skills are fundamental in screening patients to ensure they are scheduled appropriately.

■ REQUIREMENTS & ORIENTATION

Individuals with strong customer service and/or call center experience are preferred. Experience in the health care industry is a plus, but not required. All Service Representatives will participate in a two-day human resources orientation as well as an eight-week orientation in the Call Center. This orientation will provide training on various software systems which include IDX, SMS, Invision, IDX Rad, EPIC and the appropriate methods for abstracting information. Excellent computer and interpersonal skills are required and a high attention to detail is critical.

■ COMPENSATION & BENEFITS

Loyola offers a competitive salary and benefits package which includes medical, dental, vision & life insurance, vacation accrual, 10 paid holidays, paid personal, sick & bonus days, a pension plan, a matched retirement savings plan, an on-site Fitness Center, tuition assistance at Loyola University Chicago and much more.



LOYOLA
UNIVERSITY
HEALTH SYSTEM

Loyola University Chicago

We also treat the human spirit.®

For consideration, please forward your resume to:

Human Resources

2160 S. First Ave. Maywood, IL 60153

Phone: 708-216-0465

Fax: 708-216-4918

E-Mail: loyolajobs@lumc.edu

Equal Opportunity Employer/Educator