



About Us

Planned Parenthood is the nation's oldest and largest provider of family planning services. Our mission is to provide voluntary family planning services and education that enhance personal and social understanding of human sexuality. We advocate public policies that guarantee reproductive rights and access to health care. And, we support and encourage advances in reproductive technology.

Our mission is to ensure that every child is a wanted child and to protect reproductive health by providing comprehensive, medically-accurate sex education and quality health care, while advocating for the reproductive rights of women, men and families.

Position: Call Center Associate

Location: Atlanta, GA

Position Summary:

The Call Center Associate creates a positive first impression with callers by providing professional, efficient and caring service within the Call Center. The Call Center Associate answers client questions, schedules appointments, provides pre-appointment instructions, and takes messages for health center calls.

ESSENTIAL FUNCTIONS:

Appointment Setting

- Schedule appointments as per protocol for abortion and family planning clinics, via phone and email.
- Give client pre-appointment instructions and refer clients to PPSE website to download appropriate forms.
- Ensure appointments scheduled coincide with clinic and provider availability.
- Provide the state required 24 hour notice and parental notice information for abortion appointments.
- Determine and discuss any special accommodations needed by the client, including but not limited to interpreter, accessible exam table for women with disabilities, etc.
- Assist the client in initially assessing financial options if she does not have insurance; provide instruction to client on what information is needed at the clinic visit.
- Provide information within the parameters of the call center manual.

Call Management

- Answer calls in warm, caring and professional manner using the designated greeting.
- Manage a high volume of calls and accurately input client data into the e-Medsys system.

- Appropriately screen and direct callers requiring immediate medical assistance.
- Maintain a sensitive and warm demeanor with all callers; handle complaints in a calm and professional manner and refer unresolved complaints to supervisor or Health Center Manager.
- Provide information about all services provided

Other Key Responsibilities:

- Exercise sensitivity and a nonjudgmental manner in dealing with sexuality and sensitive issues with clients.
- Assist with the daily collection of required data and calculates statistics as requested.
- Complete documentation for medical record when providing any relevant clinical information.

QUALIFICATIONS:

Education:

- High school diploma. College or other post secondary education preferred

Experience:

- 2+ years 'inbound' Call Center experience,
- 1+ years health care and/or customer service experience

Skills:

- Excellent communication and telephone skills
- Proficient computer skills in windows environment, including Microsoft Office and internet/email
- Knowledge of family planning services and reproductive health care preferred

Physical demands:

- Ability to sit and answer phone calls for extended periods of time

Essential characteristics:

- Commitment to excellent customer service
- Flexible, positive, team player
- Commitment to quality health care

Languages spoken: Bilingual in English/Spanish preferred

No phone calls please. Qualified candidates submit your resume, cover letter and salary requirements to: RESUMES.PPSE@PPFA.ORG

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