

**Company**

EmergyCare

**Job Title**

Non-Emergent Call Taker

**Job Description**

Working as part of the Patient Services Department, the Non-Emergent Call Taker position enters pertinent information into the CAD (computer aided dispatch) program upon receipt of calls from the general public, nursing and medical facilities to schedule non-emergency medical transportation services. This person initiates appropriate action as well as any follow-up action as required per the standard operating procedures. The incumbent acts as a customer service representative when corresponding with many businesses and individuals. The non-emergency call taker is a liaison between the Patient Services Department and the Communication Center.

Drug Free Workplace

EOE - M/F/Disabled/Vet

**Job Qualifications**

- high school graduate or equivalent
- working knowledge of medical insurance
- demonstrated ability to handle multiple tasks efficiently and accurately
- demonstrated excellent verbal and written communication skills
- demonstrated ability to function and maintain composure and professionalism under stressful conditions
- demonstrated telephone etiquette
- successfully complete an EmergyCare training program which includes non-emergency call taking and scheduling for wheelchair, stretcher, medical taxi and Veteran's Affairs trips
- proficient typing skills
- use of standard office equipment such as telephone, 10-key calculator, copy machine, fax, scanning, printers, personal computer
- prior customer service experience is preferred.

Interested candidates should submit a letter of interest, resume and completed application to:

Human Resources  
EmergyCare  
1926 Peach Street  
Erie, PA 16502

Application deadline: December 8, 2017