



## Scheduling Specialist Job Description

Employee Name: \_\_\_\_\_

The Scheduling Specialist greets patients verbally on the phone. Respond to patients in a timely manner. Provides exceptional customer service, to include courteous, helpful, accurate and proactive communication and problem solving for patients to insure that their health care is provided in the most effective and timely manner possible. Schedules all patients' testing/procedures/admissions; obtains pre-cert/authorization numbers and enters in the scheduling or registration system; obtains and enters accurate insurance information. Communicates with ancillary departments, clinic staff and providers, both verbally and electronically.

### **RESPONSIBILITIES:**

- Proficiency in typing, filing and aptitude to learn office software
- Good verbal and writing skills and a strong sense of organization
- Team oriented with a strong belief in customer service and people skills
- Use EMR/EHR
- Use scanners, copiers and other office equipment
- Knowledge of proper telephone etiquette
- Ability to exercise initiative decision-making and problem solving
- Ability to manage multiple tasks in a busy clinical environment
- Ability to prioritize tasks and manage time efficiently
- Strong organization and verbal communication skills
- Maintain a positive environment, working with co-workers and customers within a diverse culture.
- The ability to work in a team environment
- The ability to work under pressure
- The ability to sit for long periods of time.
- Excellent attention to detail and multi-tasking ability
- Self-motivation to work under his/her own initiative.

### **QUALIFICATIONS:**

- High school diploma required; post-secondary education preferred.
- Experience with heavy phone volume, scheduling, verifying insurance eligibility, preparing medical records preferred.
- Previous customer service experience preferred.

- Electronic medical records experience preferred.
- Proficient in computer/basic keyboard knowledge.
- Medical Terminology preferred.
- One year experience in providing customer service either via phone or in person focused on patient care experience

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Physical Demands**

- Ability to perform various motor skills such as; standing or sitting for long periods of time, walking, lifting (up to 25 pounds) using proper lifting techniques, stair climbing, reaching, bending, twisting, pushing, pulling, squatting, grasping and arm-hand coordination on a continuous basis. While performing the duties of this job, the employee is regularly required to use the telephone, use hands and fingers, eyes and clear speech patterns. The employee is occasionally required to stand; reach with hands and arms; and stoop, kneel or crouch. Specific vision abilities required by this job include close vision, distance vision, and color vision.

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Employee Signature

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/ /  
Date