



## **POSITION DESCRIPTION**

TITLE PATIENT SERVICES REPRESENTATIVE DEPARTMENT PATIENT CARE

REPORTS TO JAN BARTSCHER FLSA STATUS NON-EXEMPT

FULL TIME YES

## **POSITION PURPOSE:**

Provide exceptional customer service to every person with whom there is interaction while answering phones, scheduling appointments, checking in patients and checking out patients. Provide doctors with organized, complete information for all appointments.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Responsible for opening and closing of clinic/front desk
- Responsible for all aspects of checking patients in and out of clinic
- Greet and direct visitors for reasons other than appointments

## **ASSOCIATED RESPONSIBILITIES**

- Input and maintain accurate chart data
- Maintain adequate copies of all necessary forms
- Maintain a pleasant waiting room atmosphere, including coffee and water availability
- Ensure all schedules/charts are ready for clinic days
- Support staff for other departments as needed

## **CERTIFICATES OR LICENSES REQUIRED**

- None

## **KNOWLEDGE AND SKILLS**

- Able to multi-task and work well under pressure
- Good organizational skills
- Able to use multi-line phone system
- Exceptional customer service skills
- Attention to detail
- Flexible to changes in schedule and duties
- Knowledge of basic medical terminology
- Able to use various office equipment

## **EDUCATION AND EXPERIENCE**

- High school or equivalent education
- Post high school office experience or business school training
- Experience with patient/customer service
- Medical office experience helpful, but optional

## **LANGUAGE AND REASONING SKILLS**

- Strong communication and listening skills
- Able to prioritize immediate responsibilities
- Able to solve problems - "think on your feet"
- Able to react professionally and calmly in all situations
- Able to understand your effect on other departments

## **MATHEMATICAL AND COMPUTER SKILLS**

- Proficient computer skills.
- Basic math computation skills
- Able to handle money and make change for patient payments

## **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Able to work in a fast-paced environment
- Able to be on your feet for extended periods of time
- Able to handle interruptions
- Able to maintain a clean, organized, friendly work environment
- Punctual and flexible with schedule and duties as needs arise
- Professional in appearance
- Able to work as part of a cohesive team

These physical demands are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The purpose of this position description is to summarize the major job responsibilities and requirements. It is not meant to be exhaustive and is subject to revision.

I have read and understood this position description.

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Signature

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Date