

Radiologic Medical Services, PC

Job Description

Division/Department: Guest Services

Location: Corridor Radiology

Job Title: Guest Services Representative

Manages Others: Yes No

Reports To: Susan Koberle

Title: Guest Services Representative

Employee Name:

Type of Position:

Hours:

Full-Time Part-Time
 Contractor Other

Exempt
 Nonexempt

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time. Duties and responsibilities can be changed, expanded, reduced, or delegated by management to meet the business needs of the organization.

GENERAL JOB PURPOSE:

Register patients as they arrive with a welcoming manner while maintaining efficiency in a high volume atmosphere. Ability to work in close proximity with others. Flexible schedule to cover for clinic hours if needed.

Purpose: (This list may not include all of the responsibilities assigned.)

- Welcoming/Greeting patients and visitors, in person or on the telephone; answering inquiries.
- Optimizing processes by scheduling appointments in person or by telephone in timely fashion, including patients' satisfaction, providers' time, and imaging room utilization
- Support staff abilities to keep patient appointments on schedule, and notifying personnel (patients and technologists) of any delays.
- Obtains patient payments via cash, check or credit card.
- HIPAA Compliance: Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures.
- Processes film requests by fax and in person in a timely fashion.
- Provides coverage for reception staff.
- Ability to provide a flexible work schedule with potentially floating hours week to week.

QUALIFICATIONS:

- Must have strong customer service skills
- Pleasant, professional personality
- Multi-tasking skills are a must
- Excellent verbal skills, in person and on phone.
- Attention to Detail
- Must be dependable and have strong work ethic
- Must have the ability to maintain quality control standards and be HIPPA compliant
- Medical Office experience preferred
- Must be able to travel to our Muscatine office as requested

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of business office procedures, including knowledge of grammar, spelling and punctuation. Skill in operating a computer, using the internet and operating general office machinery. Skill in answering the telephone in a pleasant and helpful manner. Ability to speak clearly and concisely. Ability to read, understand and follow oral and written instructions. Ability to sort and file materials correctly by alphabetic or numeric systems. Ability to establish and maintain effective working relationships with patients, employees and the public.

PHYSICAL DEMANDS AND WORK ENVIRONMENT: *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

- **Environment:** Work is performed primarily in a standard office environment with extensive contact with individuals and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information. Must be able to use hands to finger, handle, or feel; reach with hands and arms and talk and hear. Requires manual dexterity sufficient to operate a keyboard, type, operate a calculator, telephone, copier and such other office equipment as necessary. The employee is occasionally required to stand and walk. Will regularly stand, walk, carry, climb, and required to lift up to 30 pounds.
- **Vision:** See in the normal visual range with or without correction. It is necessary to view and type on computer screens for long periods. Must have ability to ability to see color and to distinguish letters, numbers and symbols. The vision requirements include: close vision, distance vision and ability to adjust focus. The office has fluorescent lighting.
- **Hearing:** Hear in the normal audio range with or without correction.

Employee Signature:

Date:

Reviewed By:

Title:

Date: