



## **JOB DESCRIPTION: CENTRAL SCHEDULING COORDINATOR**

**SUPERVISION:** Reports to the front desk supervisor

### **GENERAL WORKER TRAITS AND QUALITIES:**

- a. Ability to maintain strict confidentiality on all patient issues
- b. Must be a team player with a positive attitude
- c. Ability and desire to represent the clinic in a professional manner
- d. Position require sympathy, tact and understanding in dealing with patients, physicians, and coworkers
- e. Ability to multi-task
- f. Ability to adjust to various personalities

### **EXAMPLES OF DUTIES:**

- a. Receive and respond to high volume of inbound calls and emails; take and relay messages; refer callers to other departments as needed
- b. Screen potential and existing patients, by telephone, to determine appropriate appointment time.
- c. Schedule patient appointments following office protocols
- d. Describe policies and procedures to new and established patients
- e. Maintain a current list of managed care plans accepted by the practice
- f. Any duties or projects as assigned by the Office Manager

### **POSITION REQUIREMENTS:**

- a. Previous experience with telephone systems
- b. Knowledge of medical terminology preferred, but not required
- c. Good oral and written communication skills
- d. Ability to develop and maintain effective and professional working relationships with patients, medical staff and coworkers
- e. Ability to interpret, adapt and apply guidelines and procedures
- f. Ability to demonstrate patience and professionalism
- g. Requires the ability to communicate clearly and effectively, verbally and orally

### **TYPICAL PHYSICAL DEMANDS:**

- a. Occasionally lifts and carries items weighing up to 50 lbs.
- b. Requires working under stressful conditions or working irregular hours
- c. Requires a professional attitude to deal with patients with an unpleasant attitude.