

Gastroenterology Associates, P.A.

Job Description

Job Title: Communications Specialist, Communications Center Department

Reports to: Communications Manager

FLSA Status: Non-exempt

Updated: October 4, 2021

Gastroenterology Associates Core Values:

Excellence, Compassion, Integrity, and Gratitude

Summary:

Responsible for answering incoming phone lines. Clearly communicating with and providing over-the-top customer service to all callers. Scheduling patients for appointments.

Essential Duties and Responsibilities:

Including but not limited to the following:

- Answering incoming calls promptly, efficiently and with compassion. Inviting and connecting with incoming callers to provide extraordinary patient care. Forwarding calls appropriately. Referring Doctor line answered with in three rings. Minimum expectation of 8-10 calls per hour. Operator hunt calls answered promptly. Minimum expectation of 10-12 calls per hour.
- Including but not limited to scheduling appointments, consistently answering informational questions accurately and connecting callers with the appropriate department by transferring calls or taking messages.
- Enter patient related phone calls into EHR system and task calls based on procedural guidelines.
- Schedule incoming referrals from referring doctor's offices and notify referring physicians of scheduled appointments.
- Page providers with consults and messages from other doctors and hospitals. Enter calls into call log.
- Completing daily administrative tasks including but not limited to reviewing provider schedules, rescheduling appointments, sorting electronic faxes, scanning and entering new patient paperwork and updating patient demographic information.
- Requesting interpreter assistance when needed.
- Forward and un-forward calls to the answering service daily.
- Other duties as assigned.

Competencies:

To perform the job successfully, an individual should demonstrate:

- *Accuracy* – Is consistently accurate in communication, both written and verbal.
- *Attendance /punctuality-* is consistently at work and on time (i.e. ready to begin taking calls at the moment the shift begins)
- *Customer service* – Manage difficult or emotional patient situations; responds promptly to patient needs; approaches others in a tactful manner; reacts well under pressure.
- *Interpersonal Skills* – Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; remains open to new ideas and tries new things.
- *Oral Communications* – Speaks clearly and persuasively in positive or negative situations; takes control of calls to ensure that all needed information is obtained; responds well to questions.
- *Organizational Support* – Follows policies and procedures; completes administrative tasks correctly and on time.
- *Teamwork-* Balances team and individual responsibilities; exhibits openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; supports the team's efforts to succeed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Computer Skills

To perform this job successfully, an individual will need to learn the current medical software in use at the practice and have a general knowledge of Microsoft Word and Excel. Keyboarding < 35 words per minute with 100 percent accuracy.

Education and/or Experience

- Customer service experience preferred.
- Minimum education requirement: High School Diploma or GED.

Physical Demands

While performing the duties of this job, the employee is regularly required to sit, talk, hear, use hands to finger, handle, or feel, and reach with hands and arms. The employee is occasionally required to stand and walk. At times, the employee must lift and/or move up to ten (10) pounds.

Employee Signature: _____ Date: _____