



Join a Thriving, Physician-Led GI Practice

Are you a Scheduling Manager looking for a rewarding opportunity in a growing, privately owned gastroenterology practice—not hospital-owned—where your leadership, organization, and problem-solving skills are truly valued? Our large, well-established GI practice operates multiple clinical offices and state-of-the-art endoscopy centers throughout the Upstate and is committed to delivering the highest quality patient care. We offer a regular schedule ending at 5 pm Monday–Thursday and half days on Fridays, giving you more time each week to maintain a healthy work-life balance.

This role is ideal for a Scheduling Manager who is experienced in a healthcare setting, confident overseeing high-volume scheduling operations, and skilled at optimizing provider schedules across multiple locations. The Scheduling Manager position requires strong leadership, attention to detail, and the ability to manage a team while ensuring efficient patient flow and an excellent patient experience in a fast-paced, team-oriented environment.

We are seeking a dedicated individual who will actively support our providers and align with our Mission, Vision, and Values, ensuring every patient receives compassionate, high-quality care.

Our Comprehensive Benefits Package Includes:

- **Medical, Dental, Vision, Life, and Disability Insurance**
- **HSA and FSA options**
- Cell phone reimbursement paid quarterly (\$75 monthly)
- **Competitive retirement plan** with 401(k) and Roth options, **3% employer match**, plus annual discretionary employer contributions
- **Generous PTO program:**
 - 5 weeks after 0-10 years
 - 6 weeks after 10 years
- **8 paid holidays** (no PTO usage required)
- **\$250 annual uniform allowance**

If you are looking for a long-term career with a respected GI practice that values both excellence in patient care and employee well-being, we would love to meet you.

Job Description

Job Title: Scheduling Manager
Department: Scheduling
Reports To: Executive Director
FLSA Status: Exempt
Updated on: May 4, 2026

Job Summary

The Scheduling Manager oversees daily operations of the Scheduling, Open Access, and Diagnostic Recall Scheduling departments, ensuring efficient, accurate, and timely coordination of patient appointments and procedures. This role manages staffing, scheduling workflows, and communication with providers, facilities, and internal teams to support seamless operations across all locations. The role is responsible for staff supervision, including hiring, scheduling, and performance evaluations, while maintaining compliance with organizational standards and EHR processes. Additionally, the role supports

process improvements, reporting, and collaboration with leadership to optimize access, patient flow, and overall departmental performance.

Essential Duties and Responsibilities

Including but not limited to the following:

- Direct the daily workflow and task assignments of Scheduling, Open Access, and Recall Scheduling staff.
- Conduct 90-day onboarding evaluations and annual performance reviews for all direct reports.
- Interview, select, and onboard new team members for Scheduling, Open Access, and Recall Scheduling.
- Manage call-off notifications and real-time schedule changes, communicating adjustments to ensure all offices remain appropriately staffed.
- Coordinate and communicate workflow changes affecting Scheduling, Open Access, and Recalls Scheduling processes in a timely and effective manner.
- Monitor staff training and professional development progress; coordinate continuing education, competency training, or skills development opportunities as needed to support departmental standards and growth.
- Ensure staff task queues are actively maintained and aligned with departmental expectations.
- Maintain and update reference materials in the departmental manuals.
- Obtain and review medical records for patients presenting with complex or high-risk diagnosis (e.g. CKD, PVC) to assess eligibility for Open Access; independently determine eligibility when criteria are met or escalate to the appropriate physician or CRN for clinical review when further evaluation is required.
- Serve as a primary communication liaison between physicians, hospitals, external facilities and internal department staff regarding scheduling matters.
- Receive, investigate, and resolve patient complaints related to Scheduling department functions; document concerns appropriately and implement corrective action or process improvements as warranted.
- Assess and implement necessary appointment and procedure modifications in response to provider or facility schedule changes, ensuring minimal disruption to patient care.
- Serve in staff roles as needed to meet department demands.
- Create and distribute operational reports to the Executive Director and relevant department staff on a regular basis.
- Manage monthly procedure scheduling for Colon Cancer Prevention Network (CCPN) referrals by reserving designated appointment slots, communicate availability to CCPN coordinators, and scheduling patient upon receipt of referrals.
- Coordinate procedure scheduling for Greenville Free Clinic patients, including chart creation, medical records retrieval, placement of applicable orders, and end-to-end scheduling coordination.
- Coordinate procedure scheduling for EHE referred patients.
- Serve on the Community Screening Program (CSP) committee, participating in patient application distribution, collaborative eligibility review with committee members, and scheduling coordination in accordance with established program guideline.
- Plan and facilitate regular departmental team meetings for Scheduling, Open Access, and Recall Scheduling, ensuring effective communication of priorities, updates, and organizational objectives.
- Attend Management meetings, Process Improvement meetings, Board of Directors meetings, and Business meetings.

- Collaborate with leadership on initiatives to optimize patient access and overall practice performance.
- Perform other duties as assigned.

Required Skills/Abilities

- Proficient in computer use, including EHR systems; ability to quickly learn and adapt to medical software.
- Knowledge of medical terminology and procedure scheduling processes.
- Strong multitasking, prioritization, and time management skills in a fast-paced environment.
- Excellent communication and customer service skills; demonstrates tact, diplomacy, and professionalism.
- High attention to detail with accurate and concise documentation.
- Sound judgment, critical thinking, and decision-making abilities.
- Ability to learn and retain large volumes of information and apply standardized procedures.
- Adaptable and flexible in response to changing priorities and patient needs.
- Ability to work independently while managing multiple tasks through completion.
- Maintains composure under stress and effectively handles challenges and obstacles.
- Reliable, dependable, and able to travel between office locations as needed.
- Team-oriented with a collaborative approach to supporting staff and workflow.

Education and/or Experience

- A high school diploma or equivalent.
- 5 years of Medical/Scheduling experience.

Physical Requirements

The physical demands outlined below are representative of those required to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions in accordance with applicable laws.

- Ability to remain seated for extended periods while performing administrative and computer-based tasks.
- Ability to communicate effectively through speech and hearing in person and via electronic communication.
- Manual dexterity is required for operating computers and other office equipment.
- Ability to occasionally lift or carry up to 15 pounds.
- Ability to access, navigate, and move throughout the department as required to perform job duties.