



Premier Surgical Associates, PLLC

OFFICE COORDINATOR 4

Position Summary: Primarily a front office position (including appointment scheduling, patient check in and patient check out) with occasional clinical tasks and responsibilities, as needed or assigned.

Reports to: Office Manager

Supervision Exercised: None

Qualifications:

- High school diploma or GED
- Knowledge of business office procedures
- Skill in greeting patients and answering telephone in a pleasant, helpful manner
- Computer literacy, ability to operate computer and photocopy machine
- At least 1-year medical office experience or equivalent training preferred

Knowledge:

- Interpersonal customer service skills necessary to relate well with the patients and their families, physicians and fellow employees in order to reflect a positive guest relations image
- Ability to sort and file materials correctly by alphabetic or numeric systems
- Good listening skills
- Ability to remain professional and calm in stressful situations
- Ability to read, understand and follow oral and written instructions
- Ability to cross train and multi-task
- Decision making skills

Responsibilities, including but not limited to:

- Answers phones, screens calls and takes messages
- Schedules appointments, record office visit reminders
- Greets, instructs and directs patients and visitors in a prompt, courteous manner

- Checks patients in, completing data entry of demographics, insurance and financial information, retrieving co-payments and balances owed
- Checks patients out, verifies co-payments and balances owed have been collected at check in, schedules return appointments, tests and pre-certs, coordinates scheduling appointments and tests with other physicians' and facilities.
- Assists patients with paperwork completion
- Handles clinical tasks and functions (like taking vital signs) when requested.
- Assist with triaging phone calls when needed
- Perform other clinical functions as appropriate within the scope of training received.
- Respects the privacy and individual differences of others. Maintains confidentiality.
- Other duties as related to the function of the position, as requested by the Office Manager or Team Lead.

ENVIRONMENTAL/WORKING CONDITIONS: Normal office environment. Rarely evening or weekend work.

Physical Requirements for Position:

Hearing: Adequate to perform the essential functions of the job.

Speaking: Adequate to perform the essential functions of the job, such as: clearly communicating instructions.

Vision: Visual acuity within normal limits.

Lifting up to: 5 lbs. 20 lbs. 40 lbs. 60 lbs. Over 60 lbs.

Pushing up to: 25 lbs. 50 lbs. 150 lbs. 250 lbs.

Manual Dexterity: Low Medium High

Average % of time during regular shift devoted to:

Standing: 0-20 21-40 41-60 61-80 81-100

Walking: 0-20 21-40 41-60 61-80 81-100

Squatting: 0-20 21-40 41-60 61-80 81-100

Sitting: 0-20 21-40 41-60 61-80 81-100

Indicate % of time employee must perform each activity:

Repetitive Motion (Depending on hand dominance):

Right Hand: 0-20 21-40 41-60 61-80 81-100

Left Hand: 0-20 21-40 41-60 61-80 81-100

Right Foot: 0-20 21-40 41-60 61-80 81-100

Left Foot: 0-20 21-40 41-60 61-80 81-100

Not Applicable:

Bending:

to waist: 0-20 21-40 41-60 61-80 81-100

to floor: 0-20 21-40 41-60 61-80 81-100

Not Applicable:

Reaching:

to waist: 0-20 21-40 41-60 61-80 81-100

to floor: 0-20 21-40 41-60 61-80 81-100

Not Applicable:

updated 7/14/2022

Signature _____ Date _____