Crusader Community Health

JOB DESCRIPTION

Job Title: Central Scheduling Manager
Job Status: Exempt
Job Grade: 23
Supervisor Title: Director of Revenue Cycle

POSITION SUMMARY:
The Central Scheduling Manager is responsible for coordinating the functions of the Call Center Customer Service Department. This person must promote effective communication and performance of duties to support the clinical services and administrative duties of the department and clinic and ensure excellent customer service by way of complete and accurate patient documentation, ongoing employee training and allocation of resources. This Central Scheduling Manager reports directly to the Director of Revenue Cycle.

ESSENTIAL FUNCTIONS:
1. Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families and friends and fellow employees.
2. Assure that excellent customer service is provided by the Call Center Department.
3. Develop policies and procedures and implement process improvements that ensure efficient work flow processes.
4. Establish, update, and maintain Crusader Patient Scheduling Guidelines master copy for use and distribution to internal staff.
5. Host and coordinate monthly Scheduling Guidelines meeting to discuss new patient scheduling change requests and well as to update old scheduling methodologies.
6. Assure that work assignments and staff schedules are distributed in a manner to support the clinical care teams.
7. Build a positive work environment for the Call Center Department.
8. Assure that the Call Center Department is in compliance with all standards, including Crusader Clinic policies and procedures, accreditation requirements and other requirements.
9. Develop specific, time-framed and measurable goals and objectives.
10. Effectively monitor, document and report on department/program goals and objectives.
11. Assure compliance with all standards, including Crusader Community Health policies and procedures, HIPAA, accreditation requirements and all other requirements.
12. Monitor individual employee results to identify and act on both positive and negative performance trends to ensure attainment of performance targets.
13. Monitor calls in the Call Center to observe employee demeanor, technical accuracy and conformity to company policy.
14. Assure that pertinent information is effectively communicated to staff within the Call Center regarding scheduling changes related to provider schedules, telephone messages,
triage calls, access and clinic updates.
15. Determine work procedures changes and expedite those changes for Call Center and applicable Crusader staff members.
16. Develop staff training programs related to department processes and functions for each department. Coordinate the training of each department’s activities:
   i.  New employee orientation including job skills, policy and procedures and use of equipment.
   ii. Training of all new CC employees on eCW, Scheduling and Telephone System.
   iii. New student and extern orientation training as applicable.
17. Supervise department staff including hiring, training, evaluating performance, disciplining, and coordinating all employee related matters.
18. Collaborate with other Department Managers and Directors and others, including Patient Access Manager, Medical Teams, Medical Team Leaders, Clinical Operations Leaders and Providers to ensure efficient workflow and patient access processes.
19. Monitor and report patient call volumes and access to telephone services.
20. Monitor daily access to patient services, identify current barriers to patient access and collaborate with providers, support staff and managers to expedite daily patient access.
21. Working with nursing leadership to facilitate updates with triage department.
22. Manage Triple AAA call center functions to actively monitor patient appointment needs in the future.
23. Manage staff in the Insurance, Medicaid, and Medicare eligibility screening process that requires eCW and website confirmations.
24. Monitor website access passwords to all applicable sites required for the team to complete eligibility processing.
25. Other duties as assigned.
QUALIFICATIONS:

Education:
Bachelor’s Degree in a Health Care related field and/or Associates Degree or other demonstrated academic ability in a healthcare related field.

Knowledge of:
Computer software applications; word processing, flowcharting and electronic spreadsheets
HIPAA Laws and Regulations
Medical appointment scheduling and extensive customer service background.

Ability to:
Follow-through, assume responsibility and use good judgment
Prioritize workload and determine priorities
Maintain professionalism under stressful situations
Communicate effectively and diplomatically with patients, external agencies and contracting entities and facility personnel both orally and in writing.
Effectively train and supervise employees

Experience/Training:
A highly functional professional who has at least 2 years or more of managerial experience, experience working in an ambulatory setting, and exhibits successful customer service skills.

Technical Knowledge:
Other Skills: Good oral and written communication. Strong computer literacy.
Equipment: PC, Copiers, facsimile machine, voice mail system, and common office machines.
Software Knowledge: Windows, MS Office (Word, Excel), Medical Practice Software

PERSONAL CHARACTERISTICS:
Possess the ability to establish and maintain professional working relationships with all levels of staff, clients, and the public.
Detail oriented with the ability to work with minimum/no supervision.
Ability to understand and follow verbal and written communication.
Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and objectives.
# Physical Requirement Form

**Job Title:** Healthcare Call Center Manager

<table>
<thead>
<tr>
<th>Physical Demands</th>
<th>Continuous over 70%</th>
<th>Frequent 40-60%</th>
<th>Occasional 15-39%</th>
<th>Rarely Up to 15%</th>
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<tbody>
<tr>
<td>Sitting</td>
<td>X</td>
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<tr>
<td>Standing</td>
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<td>X</td>
<td></td>
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<tr>
<td>Walking</td>
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<td>X</td>
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<tr>
<td>Climbing</td>
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<td>X</td>
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<tr>
<td>Bending</td>
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<td>X</td>
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<tr>
<td>Pushing / Pulling</td>
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<td>X</td>
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<tr>
<td>Carry / Lift</td>
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<td>1-15lbs</td>
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<td>15-30lbs</td>
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<td>30-50lbs</td>
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<td>Fine hand / Eye Coordination</td>
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<td>Exposure to Blood and Body Fluids</td>
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<td>Exposure to Extreme Heat, Cold, Temp Fluctuations</td>
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<td>Exposure to Hazardous Chemicals</td>
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<td>X</td>
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<tr>
<td>Concentration on Detail</td>
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<tr>
<td>Oral Communication</td>
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<tr>
<td>Written Communication</td>
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Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

**Employee Signature:** ____________________________  **Date:** ______________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities 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 functions.