

Job Description:

Receptionist & Surgical Scheduler

Responsibilities:

The Receptionist & Surgical Scheduler is responsible for the administrative and logistical aspects of scheduling surgical procedures in the Physician Practice and acts as the liaison between the patient, provider, clinical team, and perioperative departments. Additionally, serves as the primary front office receptionist, providing professional customer service to all visitors and callers. Works to triage ambulatory schedules and clearances and resolve requests immediately if possible. Works in collaboration with Administrator and Senior Operations Manager to coordinate ambulatory division scheduling systems, and other key operations to assure productivity of Department. Maintains schedules, clearances and other office functions.

Key Responsibilities:

Surgical Scheduling:

- Fulfills responsibilities as assigned which may include scheduling all procedures/surgeries; verifying insurance coverage and patient demographics; scanning; managing and updating Scheduling Calendar to ensure information is accurate and complete
- Provides a centralized and consistent resource to patients and client offices (ambulatory, dental etc.) thereby enhancing communication and increasing patient satisfaction
- Arranges and coordinates the scheduling of our ambulatory and dental offices. Assists with scheduling cancellation and changes. Notifies appropriate staff of date, time and location. Send patient clearance prior to procedure to them to review
- Maintains departmental schedules and clearances. Make copies, collates and distribute information as appropriate. Maintains filing systems according to department policy and procedure
- Works collaboratively with client site surgical scheduling team, anesthesiology, collaborating providers, and all other stakeholders as needed

Receptionist & Front Office Duties:

- **Serves as primary receptionist, greeting all visitors in a professional and welcoming manner**
- **Answers multi-line telephone system promptly and professionally, routing calls appropriately to staff members**
- **Manages visitor check-in process and maintains visitor log as required**
- **Opens, sorts, and distributes incoming mail and packages daily**
- **Monitors and orders office supplies, maintaining adequate inventory levels**
- **Prepares outgoing mail and coordinates package deliveries**
- Answers telephone and routes calls appropriately. Follows all policies and procedures and adheres to timelines
- Maintains sufficient knowledge of the scheduling system utilized by the company and follows regulations and policies to answer inquiries appropriately
- Efficiently balance visitors, phone callers, and administrative/secretarial duties

Administrative Support:

- Tracks and documents program performance and maintains the database
- Assists in creating presentations utilizing computer software
- Types correspondence, reports, forms, etc. Initiates form and records, and composes own correspondence regarding schedules and clearances

- May devise and suggest new procedures to facilitate more efficient scheduling of the department
- **Maintains office supply inventory and prepares purchase requisitions to replace depleted stock in accordance with established procedures**
- Follows through on assignments to ensure timely and accurate completion. Participate in staff meetings as requested

Requirements:

Education & Experience Requirements:

- High school diploma or GED required. College Degree preferred
- Minimum 1 year of experience using administrative office skills required
- **Previous receptionist or front desk experience preferred**
- Experience in complex scheduling and clearances distribution highly desired
- Proficiency in electronic health records preferred
- Previous experience in surgical scheduling preferred
- Familiarity with medical terminology preferred

Core Competencies:

- Ability to speak, write, understand, and communicate in English language
- **Exceptional customer service and interpersonal skills for greeting visitors and managing front office operations**
- Effective communication & organizational skills
- Strong multitasking and problem-solving skills
- Demonstrates proficiency in computer software including Microsoft Office Suite, Google Calendar, MS Outlook. Knowledge of Medical Software & Encrypted Email Systems highly desired
- **Ability to efficiently balance front desk responsibilities, visitors, phone callers, and administrative/secretarial duties**
- Ability to deal professionally and efficiently with all levels of management and external constituencies
- Self-starter, self-motivated and ability to work without supervision
- Flexible, organized, and able to set priorities
- Demonstrates teamwork and adaptability
- Maintains composure under stress
- **Detail-oriented with ability to handle confidential information appropriately**

Hours: Monday – Friday 9:00am to 5:00pm

Location: Hartsdale, NY

Reports to: L. Sutherland – Administrator