

POSITION OVERVIEW

Job Title: PreImaging Services Rep Assistant
Business Title: PreImaging Services Rep Assistant
Job Code: PREIMGREPASST
FLSA Status: Non-Exempt
Department: Patient Care Center
Reports to: Patient Care Center Supervisor
Location: XXXXX
Draft Date: XXXXX
Revision Date: XXXXX
Approved By: XXXXX
Role: Individual Contributor

POSITION SUMMARY

Under general supervision, performs various administrative functions to support the efficient operations of the Patient Care Center.

POSITION DUTIES AND RESPONSIBILITIES

- Assists the Patient Care Center by performing various office clerical functions throughout the work day. Clerical functions will include, but are not limited to:
 - Distributing (either in person, via interoffice mail, or electronically) incoming faxes and/or other documentation to the appropriate work areas.
 - Mailing correspondence.
 - Scanning documents into the computer system.
 - Filing daily work.
 - Retrieving documentation or information.
 - Photocopying.
 - Entering data into the computer system, including group bills.
 - Typing correspondence.
- Answer all incoming telephone calls in a friendly and professional manner, directs incoming telephone calls to the appropriate party or department, takes messages following guidelines related to timeliness and accuracy, and processes appropriately, and notifies the answering service that the switchboard is available for incoming calls. Retrieves and delivers messages received by the answering service.
- Sorts uncoming postal mail and places in appropriate mailbox for pick-up or delivery; operates postage meter and scale, ensuring appropriate postage; processes incoming and outgoing envelopes and packages from services such as USPS, Federal Express, and any overnight delivery.
- Reviews scheduled patient appointments and verifies that the referral document corresponds to the scheduled exam; confirms that the labs are correct and current for the referral; contacts the referring physician to request additional information, if necessary; contacts the patients, via telephone, to confirm the appointment date, time and location; advises the patient of any preparations required for the procedure (e.g., fasting, no perfume etc.).

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of facility policies and procedures related to switchboard operations
- Knowledge of how to operate switchboard and postage equipment
- Knowledge of and experience in using office equipment including telephone, fax, computer and photocopier
- Knowledge of and experience in using radiology-related computer systems (RIS)
- Knowledge of customer service concepts and techniques
- Skill in screening and directing calls in a pleasant and expeditious manner
- Skill in customer service by pleasantly dealing with all callers and effectively serving as a company liaison
- Ability to communicate clearly on the telephone
- Ability to use interpersonal skills to effectively interact with physicians, other facility staff, patients and families when providing instructions or responding to questions or exchanging patient-related information
- Ability to read, understand and follow oral and written instructions
- Ability to file correctly by alphabetic or numeric system
- Ability to maintain confidentiality of patient record information

REQUIRED QUALIFICATIONS

- Strong customer service skills and the ability to keyboard proficiently.

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- Previous medical office experience preferred.

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never Occasionally Constantly

Communicating with others to exchange information.

Never Occasionally Constantly



Repeating motions that may include the wrists, hands and/or fingers.

- Never Occasionally Constantly

Operating machinery and/or power tools.

- Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

- Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

- Never Occasionally Constantly

Environmental Conditions

Low temperatures.

- Never Occasionally Constantly

High temperatures.

- Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

- Never Occasionally Constantly

Noisy environments.

- Never Occasionally Constantly

Hazardous conditions.

- Never Occasionally Constantly

Poor ventilation.

- Never Occasionally Constantly

Small and/or enclosed spaces.

- Never Occasionally Constantly

No adverse environmental conditions expected.

- Never Occasionally Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

- Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

- Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

- Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

- Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.



Support Teammate's Signature

Date