

## **Next Level Urgent Care, LLC**

**Job Title: Patient Services Coordinator – Call Center**

**Department: Clinical Administration**

**Reports To: Clinical Director**

**FLSA Status: Non-exempt**

### **Purpose:**

The primary purpose of the Patient Services Coordinator position is to provide and coordinate a variety of tasks associated with patient and customer service. The Patient Services Coordinator will handling all inbound calls during the hours of 9am to 5:00pm.

### **Job Duties and Responsibilities**

- Answer inbound calls for all clinic locations
- Advises patients of available services
- Schedule patient visits to appropriate clinic location communicating pertinent information regarding their appointment and preparation.
- Effectively communicate with patients to ensure complete resolution of inquiry
- Ensures all communications between internal and external customers are documented in a concise and timely manner.
- Ensures customer satisfaction is obtained by answering questions, resolving issues and using proper phone etiquette.
- Responsible for lab correspondence between PCP
- Responsible for electronic correspondence/ faxes and proper distribution to all locations
- Responsible for the security and confidentiality of patient information at all times
- Other duties as assigned.

### **Desired Qualifications**

- Experience working in a medical clinic
- The ability to handle large call volume and/or call center experience
- Knowledge of personal computers and various software programs (Microsoft Office, Centricity)