



JOB DESCRIPTION

JOB TITLE: Patient Service Operator
REPORTS TO: Front Office Supervisor
DEPARTMENT: Medical
LOCATION: Rolling Hills Clinic
740 Solano Street, Corning, CA 96021
2526 Sister Mary Columba Drive, Red Bluff, CA 96080
2540 Sister Mary Columba Drive, Red Bluff, CA 96080
STATUS: Full-time, 100% FTE, Non-Exempt

*"Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the Band's Preference Policy (**Chapter 1-715** of the Paskenta Band of Nomlaki Indians Tribal Policies). Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage."*

POSITION SUMMARY

The Patient Services Operator is a support person who provides solutions and manages all our patient calls in a timely and professional manner. Responsible for handling all incoming calls and providing solutions.

DUTIES & RESPONSIBILITIES

1. Manage heavy volume of inbound calls in a timely manner
2. Identify patient's needs, clarify information, research every issue, and provide solutions and/or alternatives
3. Familiarize yourself and remaining up to date with changes in Facility plans.
4. Greet patients in a friendly, professional manner, following all screening and scripting guidelines.
5. Responsible for answering and appropriately forwarding or responding to wide variety of incoming calls.
6. Responsible for accurate and complete intake process when scheduling new patients.
7. Manage unscheduled list and other treatment pending lists to ensure patient follow through to meet
8. Working knowledge of all medical and dental insurances, and an understanding of insurance eligibility
9. Retrieve messages from voicemail and forward to appropriate personnel via telephone encounter if applicable.

REQUIREMENTS

Minimum 18 years of age

MINIMUM QUALIFICATIONS

1. Must have a High School Diploma or equivalent.
2. Bilingual in Spanish preferred.
3. One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
4. Must have strong organizational and multi-tasking skills.

5. Experience with multi-line phone system.
6. Must be able to work well with others or alone, under minimal supervision.
7. Must be able to work well under pressure and strict deadlines.
8. Strong computer experience required.

BACKGROUND CHECK REQUIREMENTS

Pre-employment Drug Testing and a Department of Justice Fingerprinting clearance through Federal, State and Child Abuse Index is a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

VACCINATION REQUIREMENTS

A pre-employment Physical exam is required upon hire. You will be required to provide vaccination records to show proof of immunity for TB or PPD, Measles, Mumps, Rubella, Varicella, TDAP & Hep B. If the records are more than 10 years old, titers are required to confirm immunity.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop. The employee must occasionally lift and/or move up to 50 pounds. Position may require exertion up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently or constantly lift, carry, push, pull or otherwise move objects. Specific vision abilities required by this job include close vision, distance vision, color vision peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

Work is performed in a health clinic setting. The noise level in the work environment is usually low to moderate. Will work with blood-borne pathogens and will require OSHA training. This job routinely uses standard office equipment such as computers, telephones, photocopiers, and fax machines. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.