

**STAMFORD HOSPITAL
JOB DESCRIPTION**

TITLE: Radiology Central Scheduling Representative
DEPARTMENT: Radiology Central Scheduling
REPORTS TO: Radiology Contact Center Supervisor
EDIT DATE: January 13, 2022

For Human Resource use only

SALARY RANGE
JOB #
FLSA: Non-Exempt
EEO
AAP

This is a Hybrid Full Time Call Center Position working 2-3 days from home and in office after successful completion of probation.

JOB SUMMARY:

The Radiology Central Scheduling Representative will schedule Imaging and/or Breast exams in a centralized environment via incoming and/or outgoing calls.

MAJOR ACCOUNTABILITIES/CRITICAL RESPONSIBILITIES:

1. Utilize scheduling guidelines/protocols to handle incoming and/or outgoing calls to accurately schedule Radiology Imaging and/or Breast exams.
2. Utilize Stamford Health's tools to enter patient information, verify insurance and assist the caller with their request.
3. Complete call processing in an efficient manner; remain aware of call volumes; work as part of the team to handle the call volumes to meet Radiology monthly budgeted volume goals.
4. Demonstrate behavior consistent with Stamford Health's mission, vision, goals, objectives, and patient care philosophy.
5. Demonstrate regular, consistent, and punctual attendance.
6. Perform other duties as assigned.

QUALIFICATIONS/REQUIREMENTS:

Education and Experience

1. A High School diploma or an equivalent is required.
2. Call Center experience is preferred, but not required. Relevant 1- 2 years of experience working in a customer service setting (**i.e., Retail, Sales, Medical Office**)

Competencies and Qualities

3. Must be self-directed, able to multitask, deal effectively with constructive criticism, sit for prolonged periods of time and able to wear a headset.
4. Must be able to accept ownership for effectively solving customers' issues, complaints, inquiries, keeping patient satisfaction and quality assurance at the core of every decision and behavior.
5. Must be computer/PC literate and facile in navigating among different applications/systems and websites.

6. Must be highly dependable, flexible, a team player, and receptive to change; and able to learn quickly and retain new information.
7. Must adhere to work schedule; be on time and able to work variable schedule(s) and overtime as necessary.

PATIENT POPULATION SERVED

All age ranges from 1 year to over 95 years of age

MANUAL SKILLS:

Significant portions of daily assignments involve application of manual skills requiring motor coordination in combination with finger dexterity, (i.e., typing on computer keyboard, use of a headset).

PHYSICAL EFFORT

Duties involve little or no exertion of physical effort

PHYSICAL ENVIRONMENT

Generally pleasant working conditions. Nature of duties performed present little or no potential for job related injury. Clean, well-lighted ventilated work area. **Work environment may be busy, noisy and have many distractions, requiring frequent re-evaluation of priorities.**