



JOB DESCRIPTION

JOB TITLE: Office Coordinator
EXEMPTION STATUS: Exempt X Non-Exempt
REVISED DATE: April 2022

SUMMARY: Under the supervision of the Office Manager, the Office Coordinator is responsible for directing and overseeing all work activities of front desk clerical staff and in smaller offices the telephone room and medical records in an efficient and effective manner; ensuring accurate, efficient, and courteous processing of patient interactions.

ESSENTIAL DUTIES AND RESPONSIBILITIES may include the following. Other duties may be assigned.

- Analyze and organize office operations and ensure office procedures are being followed.
- Evaluate office production for effective and efficient operation and recommend revised office procedures to Office Manager/Administrator for approval. If approved train office staff on new procedures.
- Assign and distribute work of administrative staff.
- Be a leader of, and train, the administrative staff.
- In some offices you may oversee participation in and adherence to compliance program.
- Oversee coding, charges entry and cash control to ensure corporate compliance.
- Be cross trained in all office duties to be able to cover in the absence of office staff, as well as to be knowledgeable in all areas of the office for effective leadership.
- Answer telephone and route calls promptly and courteously; taking messages and distributing when appropriate.
- Oversee the telephone, electronic mail and facsimile services.
- Greet and register patients/guests courteously; determining their needs and direct them to the proper place or person.
- Schedule patient appointments in an efficient and courteous manner.
- Check out patients to include scheduling follow up appointments.
- Assist Office Manager/Administrator in a variety of administrative matters as requested.
- Prepare various reports for management.
- Maintain patient records filing system for all documents as requested.
- Maintain doctor's schedules.
- Order and maintain adequate supplies for the administrative office.
- Prepare daily deposit.
- Process and enter daily outpatient charges into APM.
- Act as liaison between Office Manager/Administrator and office staff as well as between all ETSU Health departments.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES: Directly oversees employees in the front desk, telephone room, and medical records areas. Carries out responsibilities in accordance with the organization's policies and procedures, and state and federal laws and regulations. Responsibilities include assisting with hiring decisions and training employees; planning, assigning, and directing work; assisting with performance appraisals; addressing complaints and resolving problems.

EDUCATION AND/OR EXPERIENCE: High school diploma with completion of business classes; or Associates Degree. Bachelor's Degree preferred. Must have successfully completion of an ICD-10 and CPT coding course and/or coding experience is preferred. Supervisory experience preferred. Must also have experience in "front Office" in a medical setting.

LANGUAGE SKILLS: Ability to read, interpret, and comprehend simple instructions (whether written or verbal). Ability to compose simple correspondence and documentation. Ability to effectively present information and respond to questions in one-on-one and small group situations to patients, third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and other routine mathematical functions.

REASONING ABILITY: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret and solve practical problems with an extensive variety of information that deals with several variables. Ability to apply common sense, good judgment, and problem-solving skills in situations.

OTHER SKILLS AND ABILITIES: Working knowledge of a medical front office area. Working knowledge of computers, keyboards, and printers. Ability to perform all front office duties to cover in the absence of any front office staff. Ability to operate the phone system. Skill in composition, compiling, and preparing a variety of correspondence, documentation, reports, and other materials. Ability to establish and maintain an effective working relationship with faculty members, staff, patients and other third parties. Ability to concentrate under high demands and listen effectively. Ability to organize tasks, work as a team member and independently using sound management skills with a variety of professional disciplines. Convey a professional and positive image and attitude.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, radiation, and sharp instruments. Exposure to injury from patients or equipment.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit; use hands and fingers to handle or feel objects; reach with hands and arms; and talk or hear at normal ranges within the setting. The employee occasionally is required to bend, stoop, kneel, crouch, and/or crawl. The employee is occasionally required to climb or balance. The employee must occasionally lift, carry, and/or move up to 25 pounds. Specific vision abilities required by this job include depth perception and the ability to adjust focus. Rapid mobility may also be required on occasions.

Stress level may be high due to frequently dealing with numerous patients, physicians, family members, and other healthcare providers. Demands concentration and the ability to work in emotionally charged situations.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding ETSU Health's Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of ETSU Health, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or ETSU Health may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date