

# **PROFESSIONAL MEDICAL SERVICES, INC.**

*"HOMECARE AT ITS BEST"*

## **Scheduling Coordinator**

### **English/Spanish Speaking**

#### **Depending on Experience \$21.00-\$24.00**

#### **Position Summary:**

Works collaboratively with the CFO and the Billing Manager to reconcile employee work schedules to provide quality care for our clients in the community. Assures the coordination of staffing and scheduling of field agency personnel to meet client needs. Maintains organized employee and client files on a daily basis with accuracy and timeliness a priority. Manages the branch office in an organized and efficient manner. Takes on-call duties as a requirement of the job, which is inclusive of this hourly position. Delegates responsibilities as needed.

#### **Reports To:** Director of Operations/CEO

#### **Education, Experience and Qualifications:**

- Must be a high school graduate or have a GED equivalency.
- Associate Degree in Business or Bachelor's Degree in Business Administration preferred.
- Supplemental courses in secretarial science and medical terminology is desirable.
- Must have a minimum of 2 years of responsible office experience, preferably in home care.
- Education and/or experience in computer operations/data processing within the past 2 years.
- Maintains a current driver's license and auto insurance, or can verify reliable transportation while on the job.

#### **Competency/Skill Requirements:**

Must be computer literate, have knowledge in coordinating, faxing, filing and utilizing the telephone for internal and external communication. Must possess excellent written and verbal communication skills.

#### **Work Environment:**

Office Environment

#### **Work Characteristics:**

- Visual, hearing ability sufficient to comprehend the English language;
- Excellent written and verbal communication skills;
- Ability to manage effective communication with a variety of personalities;
- Ability to effectively interact with staff, clients and families;
- Ability to effectively problem solve and make independent, appropriate decisions;

- Ability to perform complex clerical and general office work, data entry and word processing activities;
- Work is performed with considerable independence and in accordance with standard secretarial practices, observing client privacy and confidentiality, and
- Ability to effectively develop and implement new and revised office procedures.

**Physical Requirements:**

- Ability to walk, sit, stand, kneel and move intermittently during work hours;
- Limited lifting of files and records not expected to exceed 10 pounds in weight;
- Ability to spend extended time at a computer work screen and on the telephone;
- Ability to bend, reach and stretch for filing of records;
- Must be able to read 11 point or larger font size, and,
- Must be able to hear adequately with no more than an amplifier on the telephone.

**Key Duties and Responsibilities:**

- Maintain confidentiality in all aspects of client, staff and Agency information;
  - Interact effectively with staff, clients and visitors;
  - Exhibit positive interpersonal and telephone communication skills when interacting with clients, family members, ASAPS and staff;
  - Answer telephones, follow-up on messages received and transfer calls to an appropriate staff member , if needed;
  - Schedule employees to provide client care and meet client needs;
  - Plan, assign, coordinate and review the work of others as assigned;
  - Meet deadlines consistently;
  - Maintain current client and employee files with utmost accuracy and confidentiality;
  - Perform general clerical duties to include, but not limited to, copying, faxing, mailing and filing;
  - Adhere to Agency policies, procedures, rules and regulations;
  - Demonstrate a high degree of commitment to customer service, ethical and quality work in conformance with the Agency's mission;
  - Perform other duties as assigned or requested by the supervisor.
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