

JOB TITLE: Registration/Pre-Service Float	DEPARTMENT: Registration/Pre-Service Department	POSITION OF SUPERVISOR: Registration/Pre-Service Manager
FLSA STATUS: non-exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 03/23/2021

**Position Summary:** The Preservice Specialist will float between various positions within Pre-Service and Registration to include Front Registration, Emergency Department Registration, Scheduling/Pre-Registration, Insurance Verification and Call Receptionist/Switchboard. Flexibility to changing demands in the department is a key requirement of this position.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	High School graduate is required. Courses in computer and medical terminology preferred.
<b>Experience:</b>	2+ years of Registration experience in a medical office or hospital preferred.
<b>Special Skills, Licenses or Certifications:</b>	Basic computer knowledge, able to multitask, customer service and strong phone skills required Lifesaver/CPR
<b>Language Skills:</b>	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
<b>Physical/Mental/Special Demands:</b>	<input type="checkbox"/> Lifting a minimum of 25 pounds. <input type="checkbox"/> Adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone. <input type="checkbox"/> Adequate sight is required to perform essential functions of the job. <input type="checkbox"/> Work requires the use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time. <input type="checkbox"/> Ability to initiate CPR 100% of the time. <input type="checkbox"/> Must have fine motor skills 100% of the time. <input type="checkbox"/> Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time. <input type="checkbox"/> Good mental health. <input type="checkbox"/> Demonstrate tact and versatility. <input type="checkbox"/> Must be dependable. <input type="checkbox"/> High degree of self-motivation and directional initiative. <input type="checkbox"/> Ability to function successfully independently. <input type="checkbox"/> Ability to cope and remain calm in escalating situations. <input type="checkbox"/> Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.

	<input type="checkbox"/> In addition, the physical demands anticipate standing, bending, walking and long periods of sitting.
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
<b>Cross-Training of Position:</b>	PSMC cross-trains job positions. This job description must cross-train to be able to effectively perform the job position of: Radiology Scheduler, ED Registration Clerk

**Standard Job Requirements: At all times, employee shall satisfy the following requirements:**

1. Exemplify and support PSMC's values. (WISER)
2. Accomplish annual goals.
3. Works forward on department plans (may change from time to time).
4. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
5. Comply with all PSMC and department procedures, rules and directives.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Be courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicate accurately, clearly, and effectively both orally and in writing.
9. Possess excellent organizational skills and the ability to multi-task.
10. Work independently and perform the job with minimum supervision.
11. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
12. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
13. Respect the importance of compliance and quality programs and support the same.
14. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participate in employee training, Disaster Preparedness and emergency events.
16. Perform other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities: At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below.**

1. Maintain a strong working knowledge of all positions in the Registration/Pre-Service Department (Radiology Scheduling, Registration, ED Registration, Insurance Verification and Operator).
2. Provide support and coverage for Radiology Scheduling, Registration, ED Registration and Insurance Verification as needed.
3. Obtain proficiency in the following computer systems: Cerner, Microsoft Word, Microsoft Excel, and Outlook.
4. Attend all staff meetings and trainings.
5. Can perform all the standard job requirements.
6. Meets the qualifications as set forth herein

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read PSMC values (WISER) and understand them.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)