



JOB DESCRIPTION

JOB TITLE: Operator

DEPARTMENT: Business Office

SUPERVISION RECEIVED: Reports to Business Office Supervisor

SUPERVISION EXERCISED: None

JOB SUMMARY: The Operator answers the switchboard as soon as possible and directs the calls to the proper departments within the practice. Additionally, the Operator performs clerical duties related to insurance checks, refund checks and miscellaneous office tasks.

ESSENTIAL FUNCTIONS:

- Check voicemail and send messages to proper personnel.
- Answer, screen and route outside calls, following rules for each department, in a friendly, professional manner – including emergency calls, patient calls, external physician calls, coroner-related calls and patient calls.
- Maintain pagers for physicians.
- Operate paging system to relay in-house announcements or call individuals to phone.
- Perform clerical duties including, but limited to: typing, proofreading, sorting mail, preparing refund checks for mailing, etc.
- Open, scan, batch, disburse and track incoming insurance checks.
- Perform any other duties as assigned by the Business Office Supervisor, Director of Administrative Services or Chief Operating Officer.

REQUIREMENTS:

- High School Diploma; previous experience on a switchboard preferred
- Customer service experience and knowledge of proper telephone etiquette
- Ability to handle a high volume of calls in a pleasant, professional manner
- Ability to effectively communicate with patients, staff and physicians
- Ability to remain calm in stressful situations
- Maintain confidentiality for patients, staff and physicians
- Ability to be detail-oriented and organized

PHYSICAL DEMANDS:

Essential functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills and abilities may change as needs evolve.