JOB DESCRIPTION

JOB TITLE: Patient Services Supervisor

REPORTS TO: Patient Services Manager

EMPLOYEE CLASSIFICATION: Full Time, Exempt

EXPOSURE CLASSIFICATION: Category III  The normal work routine involves no exposure to blood, body fluids or tissues. Persons who do these duties are not called upon as a part of their duties, be asked to help with clean up, patient care, laboratory or other similar procedures where exposure may occur.

QUALIFICATIONS: A bachelor’s degree in business or a related field. MBA preferred. Five years supervisory experience in a healthcare environment are required. Experience in electronic medical records is preferred.

PHYSICAL REQUIREMENTS: Must possess ability to communicate in the dominant language of the geographic region, and work effectively with other employees and visitors. Must be able to lift 30 lbs. Vision and hearing corrected to normal are required. Independent mobility is also required.

ESSENTIAL JOB TASKS:

1. Supervise support staff with supervisory duties including instructing, planning, assigning work, reviewing work, maintaining standards, coordinating activities, selecting new employees, completing performance reviews, allocating personnel, acting on employee problems, recommending employee discipline, discharge and salary increases.
2. Maintain competency requirements for PSRs.
3. Train PSRs on all technical requirements of their jobs and update as appropriate.
4. Submit periodic reports to include but not limited to: detailed listing of calls received, call wait time, and calls dropped.
5. Prepare and/or process a variety of documents, various other records, reports, memos and correspondence.
6. Coordinate time off requests for self and staff with appropriate personnel to assure coverage.
7. Exhibit compliance with FHC’s corporate compliance policy.
8. Perform job activities in ways that are respectful, courteous and responsive while interacting with patients, visitors and co-workers.

NON ESSENTIAL JOB TASKS

9. Perform other duties and assume other responsibilities as apparent or delegated to you.

PERFORMANCE CHARACTERISTICS:
**Knowledge of Job:** Has necessary knowledge of the methods, procedures and policies of the organization as they pertain to the performance of the assigned job.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described in employee’s job description.

**Dependability:** Assumes responsibility for doing assigned work and meeting deadlines. Accepts accountability for meeting assigned responsibilities.

**Attendance:** Attends work regularly and adheres to policies regarding absences and tardiness. Provides adequate notice to the immediate supervisor with respect to vacation time and time off requests.

**Judgment:** Exercises good judgment in areas of responsibility. Identifies or assists in identifying alternative solutions to problems or situations.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of the same.

**Relationships with Others:** Shares knowledge with supervisor and staff for mutual benefit. Contributes to improving/maintaining high morale among employees. Develops and maintains cooperative and courteous relationships with patients, co-workers, vendors and visitors.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work. Attends meetings, training and other type organization sessions on time.

**Safety and Housekeeping:** Adheres to safety and housekeeping standards. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job duties and accountabilities.

**Planning:** Plans, coordinates, and uses information effectively to enhance activities and production.

**Organizing:** Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all matters affecting them and/or of concern to them.

**Staffing:** Selects and recommend employment of personnel who are qualified to meet the needs of organization. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

**Leading:** Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of goals and objectives.
**Delegating:** Assigns additional duties to staff as necessary and/or appropriate in order to meet goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

**Decision Making:** Uses discretion and judgment in developing and implementing courses of action affecting the department.

**Creativity:** Regularly seeks new and improved methodologies for enhancing the effectiveness of organization. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change.

**Human Relations:** Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

**Policy Implementation:** Has a clear and comprehensive understanding of company policies and procedures regarding organizational functions. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.