**Job Description: Scheduler**

Reports to: Operations Director

Department: Administrative – Scheduling

Exempt Status: Non-Exempt (Hourly)

Position Status: Full Time (1.0)

**Position Summary**

*How You Will Make a Difference*: Creating a positive first impression is everlasting. Here at Wisconsin Spine and Pain, we believe in creating and fostering excellent patient care and customer service. As the first point of contact, it is essential for our patients to have their phone calls answered in a warm, professional, and timely manner. It is our goal to obtain patient demographic and insurance information at the time of scheduling, with accuracy.

**Key Responsibilities/Duties**

* Conduct excellent customer service by answering incoming calls in a timely manner
* Update and maintain patient demographic information
* Knowledgeable in Commercial and Non-Commercial Insurance, as well as Medicare and Medicaid
* Update and maintain accurate insurance information
* Schedule appointments and procedures
* Ability to multitask
* Ability to remain calm and collected during stressful times
* Knowledge of HIPAA and maintain the privacy of all patient information
* Assist with training peers as needed
* Communicate appropriate and timely information to patients, providers, family members, and peers in a positive, team oriented, and supportive manner
* Utilize technology appropriately
* Willing to learn new processes
* Maintain an organized and clean work area

**Qualifications**

Education:

Must be a high school graduate or possess a GED

Experience:

Two years of medical office experience is preferred

Knowledge/Skills/Abilities:

Maintain strict confidentiality

Provide excellent customer service as well as patient care

Act as a member of a team, building and maintaining trust. Treat all others with respect

Must have exceptional communication and timely decision-making skills

Must show empathy, patience and remain composed under pressure as appropriate

Work Environment/Physical Demands

Frequent sitting and talking

Occasional standing, walking, reaching, carrying, lifting, pushing and pulling