



Job Code: 4003

Grade: 11

HCWR: N

Job Title

Health Services Representative I

Department

Ancillary Services

Job Summary

Under direct supervision, the Health Service Representative I is responsible for a variety of customer service tasks: professionally responding to telephone inquiries from patients and their families; greeting patients, visitors, vendors and directing them to the appropriate hospital location; manning the information/service desks; maintaining visitor/patient logs, providing and checking visitor passes; and other duties as assigned.

Typical Duties

- Answers, screens and transfers all telephone inquiries from patients and their families in strict adherence to confidentiality agreements and policies and procedures and handles these phone calls with courtesy and respect. Responds to irate callers in a professional manner
- Greets all patients, visitors and vendors and directs them to appropriate hospital locations
- Searches CERNER database for appropriate patient information. Uses system data to follow guidelines and for access to patient areas to ensure patient/employee safety and privacy
- Checks and validates visitor's authorization/passes to patient care areas
- Accurately record visitor/patient information in log and maintains logs
- Reports and documents any area problems and informs supervisor in a timely manner
- Performs other duties as assigned

Minimum Qualifications

- High School Diploma or GED equivalent
- Minimum of (2) years of experience in a customer service environment in a hospital that includes phone experience
- Basic computer experience that includes a combination of using e-mail, looking up information in a database (such as Cerner) and data entry

Preferred Qualifications

- Bilingual English/Spanish

Knowledge, Skills, Abilities and Other Characteristics

- Ability to maintain pleasant attitude in a stressful situation
- Ability to interact with a wide-variety of individuals



Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.