

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6756
Grade: 13
FLSA: Non-exempt

Standard Job Description

Job Title
Provider Scheduling Coordinator

Department
Integrated Care

Job Summary

Under the direction of the Manager of Provider Scheduling Systems, the Provider Scheduling Coordinator develops and maintains the automated scheduling applications for the Managed Care Department. The incumbent builds core scheduling templates, maintains application updates, and adjust schedules for provider non-productive hours.

Typical Duties

- Works collaboratively with various clinics and specialty areas to ensure the smooth and appropriate functioning of the scheduling template
- Evaluates and reports all system changes with a negative impact on patient access
- Based on pre-established criteria, assure compliance with Scheduling Template Standards
- Performs schedule maintenance, based on receipt of "Schedule Change Request", to build new or modify existing templates
- Collects and summarizes scheduling change request
- Audits scheduling templates to determine source of application problem, provide regular feedback to Manager of Provider Scheduling
- Gathers data on assigned clinics (utilization, scheduled patients, and show rate reports)

Reporting Relationships

Reports to the Manager of Provider Scheduling Systems

Minimum Qualifications

- High School diploma or GED
- Three (3) years of progressive clerical experience in an Ambulatory Care setting
- One (1) year of experience in a healthcare environment preferably in a scheduling capacity
- Proficiency in the use of Cerner system application

Knowledge, Skills, Abilities and Other Characteristics

- Ability to type a minimum of 25 wpm at a corrected rate
- Knowledge of standard office practices and procedures
- Knowledge of word processing and Microsoft Office Suite (Access, Excel, Outlook, PowerPoint, Word) at the basic level
- Excellent verbal and written communication skills to work with all levels of individuals internally and externally with tact and courtesy in a culturally diverse environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to understand and follow oral and written instructions
- Ability to multi-task and prioritize assignments in a fast paced and stressful environment
- Demonstrate appropriate phone and email etiquette skills

Knowledge, Skills, Abilities and Other Characteristics continued

- Demonstrate attention to detail, accuracy, and precision
- Demonstrate how to utilize standard office equipment
- Ability to function autonomously and as a team member in a multidisciplinary team
- Ability to sit, stand, and bend for long periods of time
- This position requires the ability to lift, push, and pull light to moderate weight

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.

Approval: Ufay C. Sajdak 09.16.16
Mary Sajdak Date
Senior Director of Integrated Care Management

Approval: _____
Gladys Lopez Date
Chief of Human Resources