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**Job Title:** Patient Services Supervisor **FLSA Status:**  Exempt

**Department:** Patient Services **Approved Date:** 11/2020

**Supervisor:**  Revenue Cycle Manager

**Position Summary**

Provides supervision for the patient services department to ensure effective operations while being an advocate for the department, FHC and the patient experience.

**Duties/Responsibilities**

* Lead and manage staff by effective on-boarding and orienting, skill development and improvement, performance evaluations, and keeps staff accountable for actions
* Be an active listener for employees to come to for questions, concerns, problem solving, and difficult situations
* Communicate and answer questions with staff and patients efficiently and professionally
* Assist staff and management with process implementation, process improvement, and education
* Ensure each area has acceptable staff coverage
* Conduct staff audits, run reports, and track performance metrics
* Ensure data collection and accuracy in order to meet reporting agency standards
* Support the organization as needed
* Performs other duties as requested
* Participates in departmental or organizational meetings and trainings
* Demonstrates ability to use equipment relevant to the position

**Required Skills/Abilities**

* Develop & maintain positive and caring relationships with staff; monitored through feedback
* Effective communication with the Supervisors, Management, and staff; monitored through meeting attendance and feedback
* Provide crucial feedback in order to enhance development and improve performance of staff and the team; monitored through metrics and feedback
* Accurate data is collected and reported with acceptable standards
* Ensure each area has acceptable staff coverage
* Excellent organizational and prioritization skills.
* Effective professional written and verbal communication and interpersonal skills.
* Exceptional attention to detail, organization, and time management skills.
* Ability to self-start, work independently, and work as part of a team
* Ability to make decisions in accordance with established policies and regulations.
* High adaptability and flexibility.
* Ability to maintain confidentiality, respect and dignity of patients.
* Demonstrate passion for and commitment to FHC’s mission and its importance to the community.
* Culturally competent and exhibit cultural sensitivity.

**Education and Experience**

* High school diploma required, college degree (preferred)
* Previous customer service experience/front desk experience (desired)
* Healthcare knowledge and experience (desired)

**License, Registration, and/or Certification**

N/A

**Typical Physical Demands/Work Environment**

Occasional standing, walking, lifting, reaching, kneeling, bending and stooping. Talking, typing, hearing/listening, seeing/observing. Requires eye-hand coordination and manual dexterity sufficient to operate a computer, telephone and other office equipment.

Indoors, Environmentally Controlled. The noise level in the work environment is usually quiet.

Sedentary to light work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary to light work involves sitting approximately 75% of the time. Also, involves exerting up to 25 pounds of force intermittently or up to 50 pounds of force infrequently.

*The physical demands and work environment described here are representative of those that must be met by and employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

*Regular and predictable attendance is required of all Family Health Care Employees.*

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice*

*I have read and understand the requirements and expectations set forth. I have received a copy of this Job Description and I am able to complete all job responsibilities with or without reasonable accommodation.*

Employee Signature Date