

Job Description

**Job Title:** COVID-19 Immunizatuin Scheduler

**Department:** Acute Care

**Supervisor:** DNS

**FLSA Status:** Non-Exempt

**Prepared By:** Human Resources

**Prepared Date:** 1/11/2021

**Summary**

Schedules COVID-19 immunization appointments for patients by telephone or in person by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Schedules appointments and enters appointment date and time into computerized scheduler.

Records when appointments have been filled or canceled.

Telephones to remind patients of appointments.

Greets and directs patients, salespeople, and visitors.

Answers telephone and either responds to inquiry, or directs caller to appropriate personnel.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Use of Technology - Demonstrates required skills; uses technology to increase productivity; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations.

Project Management - Develops project plans; coordinates projects; communicates changes and progress.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; meets commitments.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed.

Cooperation - Works cooperatively in group situations.

Oral Communication - Listens and gets clarification; responds well to questions.

Adaptability - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.

Consultative Selling - Qualifies potential customers; builds rapport and establishes trust.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals.; completes tasks on time or notifies appropriate person with an alternate plan.

Judgement - Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks.

Quantity - Meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

One year certificate from college or technical school; or one year related experience and/or training in the medical field; or equivalent combination of education and experience. **Some medical experience a must (ie. reception, coding, etc.)**

**Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Database software; Contact Management systems; Word Processing software and Project Management software.

**Certificates, Licenses, Registrations**

**Physical Demands** The physical demands described here are representative of those that must be met by an 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.

While performing the duties of this Job, the employee is occasionally required to stand; walk; sit; reach with hands and arms and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.