



Experts in Orthopedic Care

## PATIENT EXPERIENCE COORDINATOR

<b>POSITION SUMMARY</b>
Responsible for ensuring the organization is providing high quality patient care services, collaborating with administration and staff to enhance customer service and satisfaction.
<b>ESSENTIAL FUNCTIONS</b>
<ul style="list-style-type: none"><li>• Greet patients, family members and visitors entering the clinic, providing information and directions in a courteous, efficient and professional manner, providing exceptional customer service</li><li>• Provides assistance to patients and visitors by obtaining wheelchairs and assisting with the transfer from vehicle to wheelchair, as needed</li><li>• Transports patients in wheelchairs to various departments and locations throughout the facility</li><li>• Responds to emergent situations in an expeditious and efficient manner</li><li>• Monitors the overall appearance of the atrium and clinic entrance</li><li>• Assist the Front Office, as directed, to support patient flow in the clinic</li><li>• Report the state of the patient experience to the Front Office Supervisor.</li><li>• Performs other responsibilities associated with this position as deemed appropriate</li></ul>
<b>GENERAL COMPETENCIES DESIRED</b>
<ul style="list-style-type: none"><li>• Strong desire to positively impact the patient experience</li><li>• Possess a passionate, patient-centered approach to healthcare</li><li>• Demonstrated leadership and problem solving skills</li><li>• Strong oral communication skills</li><li>• Exceptional customer service skills</li><li>• Ability to multi-task and prioritize responsibilities</li><li>• PC skills, with the ability to adapt and learn other software applications</li></ul>
<b>PHYSICAL DEMANDS</b>
Requires prolonged sitting and standing, some bending, stooping and stretching. Requires excessive walking. Requires the ability to lift and carry up to 35 pounds in order to assist with the wheelchair transfer of patients. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier telephone, calculator and other office equipment. Requires normal range of hearing and eye sight to assist and accommodate patients, as necessary.
<b>CREDENTIALS DESIRED</b>
Must have a high school diploma or equivalent and at least one year of relevant work experience in a medical front office or customer service setting.