

## **Job description**

**Position title:** Surgery Scheduler  
**Location:** Santa Rosa, Calif.  
**Schedule:** Monday-Friday, 8:00 a.m.-12:00 p.m.

### **Summary**

Make and schedule patient surgery appointments in an efficient and timely manner.

### **Duties and responsibilities** (includes, but is not limited to the following):

- Review surgery orders.
- Schedule, coordinate and reschedule patient surgery, pre-op and post-op appointments. Relay necessary messages to doctors and staff.
- Schedule patients in a prompt, pleasant, and helpful manner. Verify necessary logistical information in the medical record.
- Coordinate scheduling with surgery centers/hospitals/facilities.
- Obtain insurance benefit information and prior authorization as needed.
- Maintain good rapport with ancillary facilities and staff.
- Maintain and updates current information on physicians' schedules.
- Data entry including patient demographics, insurance, miscellaneous notes, payments and other related information.
- Answer phones; retrieve and respond to patient voicemails.
- Perform routine office tasks including filing, faxing and scanning.
- Maintain patient confidentiality.
- Attends meetings as required.
- May be required work at all locations (Montgomery, Mark West, or Petaluma Office).
- Regular and reliable attendance is required to perform the functions of this position.
- Perform other duties as assigned.

### **Supervisory**

- This position has no direct supervisory responsibilities

### **Education, licensure and/or certifications**

- High school diploma or GED required.
- California or National Certified Medical Administrative Assistant; preferred.

### **Experience**

- One year medical office experience required.
- One year surgery scheduling experience preferred.
- Knowledge of medical terminology required.
- Experience using Electronic Health Record preferred.
- Microsoft Word and computer experience.

### **Knowledge, skills and abilities**

- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Skill in answering the telephone in a professional, pleasant, and helpful manner.
- Ability to speak clearly and concisely.
- Knowledge of medical office procedures including insurance verification process.
- Knowledge of grammar, spelling and punctuation for general correspondence.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures and make any changes accurately.

- Ability to use electronic health record, basic Microsoft Office applications and general office equipment (e.g. copier, scanner, fax).
- Ability to multi-task, handle high volume phone calls, and work in a fast-paced environment.
- Ability to read, understand and follow oral and written instructions.
- Ability to speak clearly and concisely.
- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Skill in operating a computer and other office equipment (i.e., scanner, fax, etc.).

### **Physical demands**

The physical demands described here are representative of those that may need to 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.

- Requires prolonged sitting, some bending, stooping and stretching.
- 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 eyesight to record, prepare and communicate appropriate reports.
- Requires lifting papers or boxes up to 30 pounds occasionally.
- Requires dexterity to type 60 wpm.

### **Work environment**

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

Work is performed in a medical office environment and involves frequent interaction with patients, staff, doctors, in person and on the phone. Work may be fast paced and involve multitasking. Work may require tact, understanding, and kindness to deal with occasional anxious or upset patients.