UNIVERSITY OF SOUTHERN CALIFORNIA

Clinical Client Scheduler

Job Code: 111085

OT Eligible: Yes
Comp Approval: 5/9/2016

JOB SUMMARY:
Schedules client appointments according to availability of space, availability of medical personnel, provider availability, equipment needs, etc. Maintains daily, weekly and monthly client appointments. Communicates schedules to students, faculty, staff, or other medical facilities, as appropriate. Receives and screens client telephone calls and/or visits.

JOB ACCOUNTABILITIES:

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<tr>
<th>*E/M/NA</th>
<th>% TIME</th>
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<tbody>
<tr>
<td>Schedules high volume client appointments according to availability of space, availability of medical personnel, provider availability, equipment needs, etc. Maintains daily, weekly and monthly client appointments. Communicates schedules to students, faculty, staff, or other medical facilities, as appropriate. Provides a high level of customer service for all clients.</td>
<td>E</td>
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<tr>
<td>Receives and screens client telephone calls or visits. Takes messages and provides information to clients or customers. Registers client according to established protocol. Confirms client's identification and demographic information. Maintains client accounts and refers to business office as necessary.</td>
<td>E</td>
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<td>Reviews schedule on a regular basis and communicates any changes, such as no shows, time constraints, conflicts and other scheduling difficulties to appropriate personnel.</td>
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<td>Prepares and distributes monthly scheduling reports to internal clients and management as assigned. Maintains electronic files, databases and records used to prepare master scheduling template documents. Prepares reports and correspondence as needed.</td>
<td>E</td>
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<td>Performs clerical duties, such as data entry, filing, faxing, photocopying, distributing mail, and/or performs other incidental department tasks, as assigned. Covers other areas as needed.</td>
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<td>Ensures patient's right to privacy, safety and confidentiality are maintained in accordance with HIPPA regulations.</td>
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<td>Maintains a safe environment in accordance with compliance standards, policies and safety regulations. Ensures compliance with established infection control policies.</td>
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<td>Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.</td>
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</table>

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY:
Essential: No
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

1 year

**Minimum Field of Expertise:**

Experience working in a clinical or hospital setting. Experience scheduling appointments and maintaining multiple calendars. Knowledge of medical terminology. Knowledge of HIPPA compliance and various insurance types. Demonstrated interpersonal, written and oral communication skills. Ability to multi-task.

**Preferred Experience:**

2 years

**Skills: Administrative:**

Answer telephones  
Assemble and organize numerical data  
Balance figures  
Clinical documentation  
Communicate with others to gather information  
Compute totals  
Customer service  
Gather data  
Input data  
Interpersonal skills  
Maintain filing systems  
Maintain logs  
Maintain records  
Prioritize different tasks  
Read handwritten text  
Schedule appointments  
Understand and apply policies and procedures  
Use database and/or word processing software  
Use electronic communications software  
Use electronics design and scheduling software  
Verify calculations

**Skills: Other:**

Computer

**Skills: Machine/Equipment:**
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SIGNATURES:

Employee: _____________________________________  Date:_____________________________
Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopiern
Telephone management system

Supervises: Level:

May supervise student, temporary and/or resource workers.

SIGNATURES:

Employee: _____________________________________  Date:_____________________________
Supervisor: ____________________________________  Date:_____________________________

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