

Job Title	Operator
Division/Department	Front Office
Location	Palm Imaging Institute - San Bernardino office
Reports To	Office Manager

Level/Grade: 1	Type of Position: X Full Time	Hours: <u>40</u> /week
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<p>Basic Job Duties:</p> <ul style="list-style-type: none"> ○ Answer all incoming calls for all Palm Imaging Institute locations ○ Provide callers with basic information needed in order to minimize the number of calls transferred such as directions, location, reports that need to be faxed, etc ○ Fax reports to physicians' offices when requested ○ Transfer calls to appropriate departments ○ Sort daily mail and scan into the system ○ Process report for payments ○ Schedule walk-in appointments

<p>Basic Job Description: Responsible for maintaining a minimal wait time for all callers and attempting to provide callers with information in order to decrease the number of calls that are transferred unnecessarily and provide the callers with as much information and service to avoid having to transfer calls if not necessary. Sort and scan the mail daily into the system and process report for all payments that are received in the mail.</p>
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<p>Goals and Priorities:</p> <ul style="list-style-type: none"> ○ Maintain minimal hold times ○ Help increase productivity within other departments by transferring calls to the appropriate parties after screening calls in order to minimize transfers
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<p>Act as back-up for:</p> <ul style="list-style-type: none"> ○ Front Desk Data Entry ○ Insurance Verification for Walk-ins ○ Front Desk attendants, if attendants are absent ○ Assisting with mailing patient packets
