

# SUMTER

## FAMILY HEALTH CENTER

Caring For Our Community's  
Health and Well Being

### JOB POSTING

#### Scheduling Assistant - Pediatrics

#### Position Summary:

The Scheduling Assistant is responsible for the appropriate scheduling of patient requests for Pediatric appointments and assists with other patient requests, as appropriate. The Scheduling Assistant also provides clerical support to the Pediatric team.

#### Duties and Responsibilities:

- Demonstrates superior customer services skills, including but not limited to:
  - Interacts with all internal and external customers in a caring and respectful manner.
  - Answers telephone, responds to messages/inquiries and routes calls in a timely and polite manner.
  - Communicates with patients and their families in a courteous, professional, cooperative and mature manner both in-person and over the telephone.
- Assists patients with questions as appropriate, or refers to appropriate person for assistance.
- Ensures that patient calls for appointments are managed quickly and effectively.
- Responds to patient requests for scheduling and rescheduling appointments.
- Schedules appointments utilizing the designated templates and computerized scheduler.
- Manages appointment slots appropriately to allow for work-in patients in the daily schedule.
- Documents communication with patient/family in electronic medical record, such as patient reminder calls.
- Arranges for a callback from the provider or nursing staff regarding a patient's condition or question, as appropriate.
- Monitors the status of arriving patients to ensure availability of appointments, and alerts the clinical and/or medical staff, as appropriate.
- Assists the Clinical Manager, as directed, to ensure all booking dates/times are accurate with provider schedules and Center best practices.
- Works cooperatively with other departments to optimize scheduling capabilities, and resolve scheduling issues which may arise.
- Assists patients with completion of patient intake forms and completes data entry, as needed.
- Arranges language interpretation services.
- Fosters a patient-oriented environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Assists in providing PI reports for improving quality of patient care.

**Qualifications:**

- High School diploma, or equivalent required;
- 2 years of Medical office or clinical experience preferred.
- Excellent written and verbal communication skills required.
- Must have excellent telephone etiquette.
- Computer and typing skills required.
- Must be able to relate to a variety of people at different developmental levels.
- Must possess the ability to prioritize tasks and manage time efficiently.
- Must be flexible as to the changing needs of the center.
- Must have the ability to be a team player at all times.

**Schedule and Benefits:**

Full-time position working Monday-Friday dayshift. Comprehensive benefits package including health, dental, vision and life insurance. Paid time off and holiday pay.

**How to Apply:**

If you are interested in applying for a position at SFHC, please print and complete the [Employment Application](#). Return your completed application to:

Sumter Family Health Center  
Attn: Human Resources  
1278 N. Lafayette Drive  
Sumter, SC 29150