

## **Experienced Scheduling Coordinator**

### **Join Us at Advanced Care Life Services!**

**ACLS is a different type of care company; locally RN owned, community invested, and bringing innovation to the entire healthcare community in the Rogue Valley and beyond! We are looking for a Scheduling Coordinator who believes in nurturing our excellent caregivers and who works well with professional staff/international team members. Our rapidly growing in-home care agency is expanding to a larger headquarters and adding adult foster homes for a continuum of care.**

### **Come Be a Part of Our Team!**

#### **Healthcare Scheduling Coordinator**

The Scheduling Coordinator is expected to perform a variety of duties in the coordination of scheduling service for clients. The Scheduling Coordinator is responsible for scheduling clients and caregivers in order to provide the highest quality service to clients with emphasis on creating extraordinary relationships.

#### **Primary Responsibilities:**

- Reflect the values of Advanced Care Life Services.
- Answer incoming calls on a multi-line phone in a friendly, professional and knowledgeable manner.
- Create and maintain client schedules with an emphasis on creating high quality matches and the development of extraordinary relationships.
- Monitor, mediate, and log all client activity utilizing the EHR software system.
- Follow up with all client and caregiver issues to ensure their problems are resolved.
- Enter and maintain accurate client and caregiver records in the software system.
- Increase client loyalty to Advanced Care Life Services to better meet our current client needs.
- Follow up and communicate caregiver and client issues to ensure problems are resolved.
- Recognize and capture opportunities to increase service hours to enhance quality care.
- Demonstrate open and effective communication with the caregivers, clients and family members.
- Adhere to all company policies, procedures and business ethics codes and ensures that they are communicated and implemented within the team.

#### **Education/Experience Requirements:**

- High school graduation or the equivalent

- Must have at least one year of related business experience or an equivalent combination of education and work experience may be considered.
- Must possess a valid driver's license.

### **Knowledge, Skills and Abilities:**

- Must have an analytical, multi-detailed mind and the ability to work in a fast paced environment.
- must have previously used and EHR, prefer Clear Care software system experience.
- Must have an understanding of and uphold the policies and procedures established by Advanced Care Life Services.
- Must demonstrate excellent oral and written communication skills and the ability to listen effectively
- Must have the ability to work independently, maintain confidentiality of information and meet deadlines.
- Must demonstrate effective interpersonal skills as well as sound judgment and good decision-making skills.
- Must demonstrate discretion, integrity and fair-mindedness consistent with company standards, practices, policies and procedures.
- Must have the ability to organize and prioritize daily, quarterly, monthly and yearly work
- Must have the ability to establish good working relationships with office colleagues, clients and caregivers.
- Must have the ability to sit at a desk and listen effectively for long periods of time on the telephone.
- Must present a professional appearance and demeanor.
- Must have the ability to operate office equipment.
- Must be patient and congenial on the telephone.
- Must have computer skills and be proficient in Word and Excel.
- Must have the availability to work evenings and weekends as required.
- Must have the ability to perform duties in a professional office setting.
- Must demonstrate knowledge of the senior care industry.