



USC University of
Southern California

Clinical Client Scheduler Job Description

JOB INFORMATION

<i>Job Code:</i>	111085
<i>Job Title:</i>	Clinical Client Scheduler
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May supervise student, temporary and/or resource workers.
<i>Job Family:</i>	Clinical Support
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	7 Individual Contributor

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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

<input type="checkbox"/>	Combined experience/education as substitute for minimum education
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Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

<input type="checkbox"/>	Combined experience/education as substitute for minimum work experience
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Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		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.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				
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.				
Reviews schedule on a regular basis and communicates any changes, such as no shows, time constraints, conflicts and other scheduling difficulties to appropriate personnel.				
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.				
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.				
Ensures patient's right to privacy, safety and confidentiality are maintained in accordance with HIPPA regulations.				
Maintains a safe environment in accordance with compliance standards, policies and safety regulations. Ensures compliance with established infection control policies.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.