

Boston Medical Center

Team Coordinator Cardiothoracic Surgery Full time 40 hours\Days

Req. Number: 1101867

Description

Under general supervision from the department director or practice manager, the Team Coordinator plans, supervises, coordinates, and directs the day-to-day operations of the clinic or department with commitment to providing the highest quality of service to patients. Plans and organizes the work and daily assignments of the support staff, coordinates and prioritizes workflow, and implements appropriate systems and procedures to maintain service standards. Promotes continuity of care; resolves operational issues and problems in areas such as registration, scheduling, medical records, clinical support, billing and managed care. Trains, coaches, evaluates, and disciplines, if necessary, assigned staff. Ensures appropriate clerical and support staff coverage. Assists with hiring of administrative staff. Monitors performance of staff for quality assurance and to identify training gaps.

Qualifications

Bachelor's degree (or equivalent combination of formal education and experience) is required.

Work requires at least three years of full-time experience in a healthcare business or medical office setting (Experience may be offset for candidates with a Masters or above who demonstrate proficiency in the areas of responsibility).

Supervisory experience in a healthcare business or medical office setting is strongly preferred.

Demonstrated technical competency using standard hospital computer systems including Microsoft Office (Word, Excel, Outlook), web browsers, and hospital registration systems (such as, IDX, SDK, Logician, etc).

Requires knowledge of clinical operations, hospital financial and human resources policies and procedures.

Basic knowledge of medical terminology.

Excellent English grammatical skills with the ability to communicate effectively both verbally and in writing.

Excellent interpersonal, organizational, and management skills, including the ability to set priorities, efficiently delegate, and motivate staff to complete assigned work.

Ability to analyze and solve problems in a systematic, logical, and timely manner.

Must be able to maintain strict protocols of all confidential or sensitive information.

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