

Boston Medical Center

Team Lead Cardiothoracic Surgery Full time 40 hours\Days

Req. Number: 1101869

Description

Under general supervision, is responsible for the optimal functioning of the assigned clinic by ensuring patients receive quick access, excellent customer service, quality patient care and are referred to the appropriate sources. Responsible for facilitating patient flow through the clinic, coaching assigned staff and providing support to the Manager and the Department in matters pertaining to day to day Operations, Registration, Admitting Precertification, staffing, scheduling, and various productivity reports.

Qualifications

Associates degree (or equivalent combination of formal education and experience) required.

Requires at least three years of relevant work experience with one of the required years of experience in healthcare, office management, managed care or medical insurance.

Experience with neurological sub specialty practice and specific patient population preferred.

Ability to mentor, guide and motivate direct reports through demonstration of best practices and leading by example.

Excellent organizational skills to set priorities and efficiently complete assigned work.

Ability to effectively speak, read, and write English.

Requires excellent communication, interpersonal and problem solving skills.

Excellent customer service skills and ability to communicate in a courteous, pleasant and professional manner with patients, general public, staff members, outside agencies, and all other internal and external contacts.

Ability to accurately interpret and utilize basic medical terminology and abbreviations.

Ability to work independently and to make decisions based on department polices and established procedures..

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

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

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