

Centralized Scheduling Coordinator Job Description

Position Title:	Centralized Scheduling Coordinator
Reports to:	CVFP Monelison Care Center Leader
Job Status:	Full-Time
FLSA Status:	Non-Exempt
Positions Supervised:	None

Position Summary: Coordinate and oversee activities for Centralized Scheduling and scheduling team members to ensure compassionate and professional handling of patient calls in compliance with applicable workflows and provider scheduling parameters. Train and direct all activities as it relates to the department. This position requires strong interpersonal and communication skills, and well-developed analytic and organizational skills.

Essential Functions: To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

- Coordinate and direct the activities of centralized scheduling team to ensure timely and accurate appointment scheduling and rescheduling for patients in multiple locations.
- Create daily schedule to ensure appropriate staffing requesting floater from CVFP's PSTM Preceptor or other locations as needed.
- Manage time off requests in accordance with HR PTO guidelines, approve timecards for scheduling team members and monitor, and control, overtime.
- Maintain attendance controller records ensuring adherence to policies and procedures.
- Monitor daily performance of scheduling team members to ensure duties and responsibilities are completed accurately, efficiently and timely in keeping with our core values.
- Monitor call wait times and average talk time ensuring you are available to work in the call queue.
- Run reports as needed.
- Be available for open chat with remote team members.
- Create and monitor daily batches per workflows.
- Maintain effective working relationships with Care Center Leaders (CCL) in scheduling locations, all CVFP departments including, but not limited to Operations, Human Resources, etc.
- Conduct monthly meetings and regular touch points with team members.
- Attend periodic training sessions and meetings pertinent to position.
- Evaluate performance of scheduling team members in conjunction with CCL for verbal and written performance evaluations after 30/90 days then in accordance with our evaluation timeline.
- Assist with interviews. conduct orientation and training on applicable policies and procedures.
- Identify and recommend solutions or training for scheduling team members for issues or concerns.
- Ensure high quality care for patients by reviewing and researching concerns or complaints and recommending corrective action as appropriate.

Implemented: 03/17/26

Revised:

- Assist in disciplinary action as needed in conjunction with Care Center Leader and Human Resources department. Document all disciplinary action.
- Maintain adequate office supplies. Ensure supply purchases are cost efficient and within the budget if applicable.
- Work at different locations within the organization as needed.
- Perform all other duties as assigned.

Competencies:

- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Multitask – Ability to handle more than one task at the same time.
- Positivity – Display a positive attitude and is a positive agent for change.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.
- High school diploma or equivalent required
- Associate's degree or higher preferred
- Coding and reimbursement experience required (5 years)

Education and Experience:

- High school diploma or equivalent required
- Associate's degree or equivalent work experience required
- Medical Front Office or administrative experience preferred
- Supervisory or management experience preferred

Certification and Licensure:

- None required

Work Environment:

- Environmentally controlled business office environment
- Fast-paced environment
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent sitting, writing, typing, grasping and speaking
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying
- Lifting, carrying, pushing and pulling up to 15 pounds
- Frequent use of computer, keyboard, copy and fax machine and telephone

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team members' ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, organizational leadership, directors or officers as deemed appropriate. This document does not represent a contract of employment, and MDR reserves the right to change this job description and/or assign tasks for the team member to perform, as MDR may deem appropriate.

Team Member Signature: _____ Date: _____