



## Front Desk Coordinator Job Description

**Job Title:** Front Desk Coordinator

**Reports To:** Practice Administrator for Administrative issues.

**I. General Duties and Responsibilities (Includes but not limited to the following):**

- Providing optimal new patient coordination and conveying a positive image of Basu Aesthetics + Plastic Surgery through excellent communication and customer service skills in support of patients/families and to ensure an ideal patient experience.
- Interacting with clients in a friendly and professional manner
- Checking clients in and out of their appointments, pulling charts and filing.
- Answer phones and schedule client appointments.
- Verify schedule efficiency.
- Prepare patients charts for the following day.
- Assist clinical team members with surgery chart preparations.
- Master a basic understanding of each service offering.
- Upsell new services to current clients in order to hit individual monthly target.
- Assist with local marketing events as needed.
- Act as liaison between face, skin, and body specialists and treatment providers.
- Collect and handle payments.
- Confirmation and follow up calls.
- Prepare daily financial report.
- Manage and maintain customer loyalty programs.
- Order office supplies.
- Other duties as assigned.

**A. Pre-Procedure Responsibilities:**

- Ensuring that all pre-operative appointments have been scheduled three weeks prior to surgery date and payment has been collected.
- Ensuring that all surgical notes have been completed.
- Pre-procedure communication between patient and provider for any necessary documentation. prescriptions, labs, etc. needed in order to proceed with surgery.

**B. Post-Procedure Responsibilities:**

- Post-procedure communication between patient and provider if necessary.
- Ensuring that all post-operative appointments have been scheduled one week, 1 month, 3 months, and 6 months post-surgery date.

**C. Qualifications of Front Desk Coordinator**

To perform this job successfully, the Front Desk Coordinator must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

**D. Skills and Additional Training:**

- Must be familiar with MS Office, including Excel.

- Must be familiar with CRM program.

**E. Language Skills:**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals and technical journals.
- Ability to write reports and correspondence.
- Ability to effectively present information and respond to questions from patients, caregivers, physicians and staff.

**F. Mathematical Skills:**

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**G. Reasoning Ability:**

- Ability to problem solve and clarify necessary steps of logic and reasoning in a professional manner. Intellectual acuity is a necessary qualification.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**H. Physical Demands:**

- The physical demands described here are representative of those that must be met by a Front Desk Coordinator with Basu Aesthetics + Plastic Surgery. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The role of a FDC requires using the telephone, computer and other related instruments or devices while communicating with patients, caregivers, physicians and staff.
- While performing the duties of a FDC with Basu Aesthetics + Plastic Surgery specific vision and hearing abilities required by this job include both vision and hearing acuity.
- Employee will sit for several hours each day but will also need mobility and ability to stand and walk for periods of time.
- Employee may need to lift up to 25 pounds on occasion. May require working under stressful conditions due to deadlines and time constraints.

**I have read and understand the job description and role of a Front Desk Coordinator employed with Basu Aesthetics + Plastic Surgery. Any questions relating to above expectations were answered thoroughly and carefully.**

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature of Practice Administrator:** \_\_\_\_\_