

## JOB DESCRIPTION

TITLE: Communications Specialist		DEPARTMENT: Marketing		EFFECTIVE DATE: 7/3/97 REVISED: 9/13/00, 6/16/03, 12/21/05, 6/26/13, 5/2/2014, 3/7/2016, 12/12/16	
JOB CODE: 205	GRADE: N2	BENEFITS:	FLSA STATUS:	EEO STATUS:	PAGE:

**FUNCTION:** Serves as the first point of contact for visitors and callers. Operates the central telephone console and serves as the agency receptionist.

**REPORTS TO:** Intake Manager

**RELATIONSHIPS:** All internal and external customers: employees, volunteers, patients/patient family members, physicians, board members, vendors and community at large.

**HOURS:** Weekday Shifts (8:00 am- 4:30 pm)

**MANAGES/SUPERVISES:** None

**RESPONSIBILITIES:**

1. Acknowledges and greets all visitors in a professional and respectful manner. Notifies staff/department regarding visitor's arrivals. Manages sign-in process (logs) and issuance of visitor pass.
2. Answers telephone in a warm, friendly, professional and courteous manner.
3. Operates central console to accept and route incoming calls. Paging overhead with consent of Intake Manager and/or upper management.
4. Triage incoming calls and transfers callers to appropriate individual or department in a timely and courteous manner. Keeps caller informed of transfer and holding process.
5. Performs clerical/other duties as assigned.
6. Promotes positive, supportive, respectful communication to all internal and external customers and department staff.
7. Participates in the attainment of the agency's overall and departmental operations and financial objectives.
8. Maintains staff and patient confidentiality at all times.

9. Facilitates/coordinates agency's meeting rooms' schedule.
10. Responsible for the Key Performance Indicators (KPI's) established by their manager.
11. Maintains attendance within UR Medicine Home Care standards.

QUALIFICATIONS:

1. Strong knowledge of switchboard operations and general office practices and procedures.
2. Computer skills, word processing, spreadsheets, necessary.
3. One year switchboard operator and receptionist experience and/or similar high volume customer service experience.
4. Excellent oral communications skills.
5. Neat appearance; clear, pleasant speaking voice. Ability to exercise tact, maintains composure, and responds to all situations in a calm, professional, and reassuring manner.
6. Strong interpersonal skills. Demonstrated exceptional customer service orientation.
7. Able to work independently with minimal supervision. Occasional extra hours.
8. Works with supervisor Intake Manager to maintain on-call schedule for absences, vacations, for weekend staff.

EMPLOYEE ACKNOWLEDGMENT

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the company change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Date

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