Example of Desk Coordinator Job Description

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Our company is looking to fill the role of desk coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for desk coordinator

- Pull next day's patient charts, filing, faxing as needed and prepare new patient charts
- Maintain inventory of all supplies and forms listed on the "Front Office" inventory list and re-stock items as needed
- Check the general email for the center and forward to the appropriate staff member
- Review clerical and billing records to ensure completeness, accuracy, and timeliness
- Keep Font Desk and Lobby area clean, in "white" glove condition, and clear of clutter at all times
- Perform opening/closing duties as directed
- Collects copayments, coinsurance, and self-pay payments
- Schedules appointments according to scheduling guidelines
- Serves as a first point of contact for patient concerns, questions and customer service inquires
- Coordinates patient flow through the front office

Qualifications for desk coordinator

- Demonstrates flexibility and willingness to cross-train for other functions as required
- Ability to explain complex membership rules and regulations, and hotel policies and procedures in concise, positive manner
- Bachelor's degree in Information Systems or an IT-related field

- Appropriate IT related certifications eg
- Experience with supporting and troubleshooting currently available laptop or desktop industry standard operating systems and networks