

Example of Guest Services Coordinator Job Description

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Our growing company is looking to fill the role of guest services coordinator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for guest services coordinator

- Coordinates the daily and annual site based conference room/AV scheduling
Coordinates with Housekeeping on conference room set-up and resets
- Coordinates with Plant Op (SJ only) regarding event parking
- Provides training and support for site based AV equipment
- Use of POS back office systems to monitor inventory levels and adjust displays accordingly
- Manage complex cases involving high-expectation patients/families, including but not limited to all pediatric and high profile referrals
- Function as the main contact person to meet the needs of the patients and their families throughout their relationship with MSKCC
- Manage new patient inquiries from initiation of the request through registration, and continuation of care, this includes collecting the necessary medical documentation, scheduling an appointment or coordinating a mail consultation, registering patients who come on-site and assist with transitioning care to the local provider when necessary
- Update both the billing and scheduling systems with the appropriate demographic, insurance, interpreter, and other needs
- Counsel patients regarding the expectations of the center's financial policy before arrival to the center and throughout care
- Ensure all patients requiring financial clearance are cleared/
canceled/rescheduled within the Department's established timeframe

- Minimum 2 years of relevant work and customer service experience
- Bachelor's degree in marketing, business, or health related field preferred
- 2 to 3 years of experience as a coordinator in a customer service position or equivalent combination of education and experience
- Strong database management and audiovisual skills
- Previous experience working with and coordinating volunteers from a variety of age groups
- Previous experience in event scheduling and management preferred