



# Example of Physician Services Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our innovative and growing company is searching for experienced candidates for the position of physician services. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for physician services

- Provides training/education of physicians, extenders, and physician office staff on IT&S software and processes
- Communicates, monitors, and prioritizes physician and physician office service requests and incident resolutions through the Regional/Division Service Desk and prioritizes workload
- Serves as subject matter expert for applications used by physicians and office staff, increasing the ability of the Service Desk team to resolve issues independently (FCR)
- Assists in managing the knowledgebase used within the department and division
- Works in conjunction with the Site Manager and Operations leadership team to establish customer plans that will deliver on the budgeted same-store-growth measured by volume and revenue commitments
- Analyzes market account referral patterns
- Cultivates strong relationships with top strategic referrers to increase volume
- Prospects and targets new refers based on market trends and conditions
- Working in conjunction with the Site Manager, develops collateral and education materials
- Assess the immediate and long-term need for physicians and services for the medical group

## Qualifications for physician services

- Follow-up on all issues not resolved during conversation with patient/guarantor
- Ability to complete other related customer service duties as assigned
- At least 1 year experience in a medical customer service role preferred
- Proficiency in Microsoft Outlook, Excel and Word required
- Previous experience with medical billing systems required