



# Example of Referral Specialist Job Description

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Our company is growing rapidly and is looking to fill the role of referral specialist. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for referral specialist

- Systematically contact referral sources and qualified prospects based on a segmented, prioritized quarterly market growth plan and key customer target accounts, developing relationships to generate repeat referrals
- Work closely with program management, all operational staff, and in particular Intake staff to develop and maintain a database of qualified prospects, referrals and enrollments, including demographic and customer profile data
- Nurture the loyalty of referral sources and relationships with qualified prospects
- Act as Liaison between contracted providers (ALF & AFH) & ElderPlace to problem solve & improve communication and processes
- Technical understanding of moderate and high complexity testing as defined by CLIA and CMS
- Act as primary point of contact in answering internal and external customers' technical questions
- Responsible for reviewing all miscellaneous and kit test orders systemwide, and speaking with physicians and clients, as appropriate
- Data driven and strong research and analytical skills in conducting test comparisons by performing lab
- Proficient in Microsoft Office suite products, including Excel and Powerpoint
- Ability to consistently and successfully multi-task and re-prioritize tasks to meet established timeframes

- Ability to utilize multiple modes of communication
- Some post high school education in service or medical access related area
- Bachelor's Degree (BA) in healthcare associated field
- 1 year previous office experience in a medical setting, preferred
- Basic knowledge of computers and office equipment
- High School Student from an accredited institution, age 17 or older, college student or GED