

 Oroville Hospital Job Description for Client Services Representative	Department:	Laboratory
	Dept.#:	7500
	Last Updated:	7/22/08

Reports To

Laboratory Director

Job Summary

Administers and coordinates a client service program and patient safety service center within the framework of established client service and patient service center policies. Performs all tasks in a safe manner and in accordance, with safety and health program, assists in training and maintenance of a safe workplace for employees.

Duties

1. Initiate contacts with potential accounts
2. Maintain contacts with established accounts at least every other week, either by phone or in person
3. Stay informed about product lines
4. Research inquiries and / or products for customers
5. Coordinate patient and specimen flow in the Laboratory Clinic, Patient Services Center and / or Central Processing Area
6. Manage lab phone communication, ensure accuracy of requests for lab testing and reports, perform blood collection procedures by Venipuncture or capillary puncture, receive and process biological samples, register patients and perform designated lab tests
7. Maintain client service records and take steps to resolve problems
8. Reports to Administrative Lab Director all unusual and / or non-routine inquires to ensure client satisfaction
9. Coordinates client service functions with Administrative Lab Director
10. Trains client service and patient service center personnel
11. Communicates, implements and interprets client service policies and procedures with clients, client service personnel, and with other departments
12. Ensures that client service and patient service center personnel maintain a positive, client focused attitude
13. Investigates prolonged client service dissatisfaction for Administrative Lab Director and recommends a course of action

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Qualifications

1. Current Phlebotomy license in the State of California.
2. Current CPR for healthcare provider or professional preferred. Required at Valley Clinical Lab Clinics (off premises) “7501”

Lifting Requirements

Medium – generally not lifting more than 50 lbs. with frequent lifting/carrying of objects weighing up to 25 lbs.