

 Oroville Hospital	Job Description for Client Services Supervisor	Department: Pathology / Laboratory
		Dept.#: 7520 Last Updated: 7/22/08

Reports To

Laboratory Director

Job Summary

Administers and coordinates a client services program within the frame work of the established policies, Performs tasks in a safe workplace for employees.

Duties

1. Initiate contacts with potential accounts
2. Maintains contact with established accounts on a regular basis, either by phone or in person
3. Stay informed about product lines, new tests, and the perpetual needs of the clients
4. Research inquires and / or products for all customers
5. Coordinates patients and specimen flow in the Laboratory Clinic, Patient Service Centers, and Client Services
6. Manage lab phone communication, ensure accuracy of requests for the by Venipuncture or capillary puncture, receive and process biological samples, and perform designated lab tests
7. Maintain client services and take steps to resolve problems
8. Reports to Administrative Lab Director all unusual and / or non-routine inquiries to ensure client satisfaction
9. Coordinates client services functions with Administrative Lab Director
10. Trains client service personnel and coordinates the training of phlebotomists and lab assistants on the shift
11. Communicates, implements, and interprets client service policies and procedures with clients, client service personnel maintain a positive, client / patient focused attitude
12. Investigates prolonged client service dissatisfaction for Administrative Lab Director and recommends a course of action
13. Prepares spreadsheets for Administrative Lab Director with regards to possible new clients and / or new reference laboratories
14. Researches the financial possibilities and ways to increase revenue and reports them to the Administrative Lab Director
15. Maintains a working relationship with Lab Billing department and Registration

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16. Tracks send out tests for possible in-house testing
17. Prepares schedules for client services
18. Prepares schedules for phlebotomy, and lab assistants for PM and Graveyard hours/days
19. Accounts for sick time, hiring, and disciplinary action when needed
20. Works closely with Laboratory Scientists and fulfills their needs when possible
21. Maintains a good relationship with Administrative Lab Director, Lab Supervisor, and Phlebotomy Supervisor
22. Attends workshops to ensure legality according to California JACO, and OSHA restrictions for the laboratory
23. Abides by Oroville Hospital Human Resource policies with issues concerning laboratory personnel

Qualifications

1. High school or equivalent
2. The Client Service Supervisor must have fine motor coordination, clear speech, normal hearing and good visual acuity with ability to distinguish major colors. Must be able to move readily from one location to another in the hospital and within the lab
3. Three years Misys Laboratory Information System experience preferred
4. Three years Laboratory assistant or Client Services assistant experience preferred
5. Two years Supervisor experience preferred

Lifting Requirements

Medium lifting- generally, not more than 50 lbs. maximum, with frequent lifting and/or carrying of objects weighing up to 25 lbs.