

 Oroville Hospital <b>Job Description for  Client Service  Assistant</b>	Department:	<b>Laboratory</b>
	Dept.#:	<b>7500</b>
	Last Reviewed:	05/08; 08/12
	Last Updated:	

### **Reports To**

Director of Laboratory

### **Job Summary**

The Client Service Assistant will coordinate and perform several tasks in the Client Services Department in the Laboratory along with limited duties throughout the Lab. The following is a list of duties the Client Service Assistant shall be responsible for:

### **Duties**

1. Oversees and receives specimens from in-house and outlying facilities
2. Answer telephone calls from clients or outlying facilities
3. Assist in-house and outside personnel with questions on difficult orders, specimen requirements, reference testing and billing
4. Oversees both incoming and outgoing courier logs
5. Oversees patient requisitions through registration
6. Processes patient requisitions through registration
7. Oversees ordering, labeling, centrifuging, aliquoting and distribution of specimens
8. Oversees ordering of all reference laboratory testing, requirements and shipping
9. Oversees Manual Entry (MEM) log and Credit with Results (CRW's)
10. Oversees the update manuals of changes to keep department current both with in-house and reference testing and protocols
11. Oversees the routine and STAT / ASAP pickups from Olive Draw Station
12. Oversees inventory, ordering and unpacking of reference lab supply orders
13. Oversees the training of new Client Service Assistants
14. Processes microbiology specimens on weekend or when requested by a supervisor
15. Check previous orders for quality assurance when requested by a supervisor
16. Oversees Quality Assurance documents, rectify problems, file a copy and photocopy for Lab Manager
17. Oversees test add-ons and corrections, locate blood and distribute

18. Inform staff and clients of changes in protocols and requirements
19. Maintain a clean work environment
20. Report all hazards to immediate supervisor or Lab Manager
21. Maintains that all specimens are routed appropriately and prioritized correctly
22. Monitors integrity of specimen processes and reports to Supervisor and / or Lab Manager
23. Keeps Supervisor and / or Lab Manager informed of activities and personnel problems
24. Maintains that all aspects of processing and handling of all specimens referred out ( routine and esoteric) are carried out in an accurate, efficient and timely manner
25. Researches specimen requirements for reference labs and arranges for critical specimen handling and complex transportation arrangements when needed
26. Oversees processing and handling of all patient specimens as they are received into Client Services
27. Prepares laboratory test requisitions for patients form physician orders using addressograph cards prepared by registration
28. Maintains that all manuals are kept updated
29. Monitors supplies and inventory for Client Services
30. Maintains the Client Services supplies are adequately stocked and that the department is in proper condition with regards to equipment and cleanliness
31. Enforces and follows all laboratory safety rules and reports any possible hazards to Supervisor and / or the Lab Manager
32. Properly disposes of old specimens
33. Keeps Supervisor and / or Lab Manager informed of malfunctioning equipment in Client Services
34. Under the supervision and direction of a medical technologist, process microbiology specimens and set up cultures
35. Log demographics into the computer when necessary
36. Share appropriate communication with other laboratory personnel involving tasks at hand, time sensitive specimens, etc.
37. Check in/check out couriers and log in/log out specimens
38. Process specimens from outlying facilities. (Unbagging, ordering, labeling, centrifuging, aliquoting and distribution)
39. Process Quality Assurance documentation and rectify problems
40. Prioritize tasks in an efficient and productive way to maintain specimen integrity
41. Processes all laboratory test requisitions and specimens quickly, efficiently and appropriately
42. Assist other laboratory personnel as workload permits without being requested to do so
43. Consistently determines proper priorities when organizing daily tasks and is able to adjust schedule in view of unforeseen occurrences

44. Organizes own work for effective and efficient utilization of time
45. Refers to appropriate policy and procedure manuals as necessary and communicates with reference labs for proper specimen requirements
46. Self motivated, multi-tasking and problem solving without constant, direct supervision
47. Readily assists other laboratory personnel, clients, physicians, nurses and reference laboratory personnel when necessary
48. Can perform all tasks assigned
49. Responds to changes in work schedule as necessary or as requested
50. Accepts responsibility for and becomes available to work a different shift when workload and / or conditions warrant
51. Continuously works at establishing a good rapport and cooperative working relationship with all laboratory personnel, clients, physicians, nurses and reference laboratory personnel
52. Inspires confidence by performing and communicating in professional manner
53. Recognizes and is able to effectively function within the Laboratory and hospital organization structure
54. Seeks assistance when necessary from Supervisor or Lab Manager in solving technical or personnel problems
55. Shows ability to handle unexpected situations and is able to exercise independent thought and actions
56. Demonstrates competence in all aspects of the job; particular emphasis on patient specimens, referral tests, specimen requirements, etc.
57. Can be counted on to carry out instructions and fulfill job responsibilities
58. Reports to work as scheduled
59. Is neat in appearance, always observing the dress code as established
60. Always wears lab coat / approved lab attire and name tag
61. Speech and conversation are of a quality acceptable to hospital code (HIPAA and confidentiality)
62. Demonstrates loyalty and teamwork both in the Laboratory interdepartmentally

### **Qualifications**

1. High school or equivalent
2. The Client Service Assistant 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

### **Lifting Requirements**

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