

JOB ANNOUNCEMENT (INTERNAL/EXTERNAL)

POSITION INFORMATION

Job Title: Customer Relations Partner
Division: Corporate Affairs **Department:** Customer Relations
Reports to: Customer Relations Manager or VP of Corporate & Governmental Affairs **Classification:** Part Time
Opening Date: August 31, 2020 **Closing Date:** September 4, 2020

ANTICIPATED WORK SCHEDULE

(Hour of operation and schedule subject to change)

Department Hours of Operation Monday – Friday, 8:00AM – 6:00PM Saturday & Sunday, 9:00AM – 6:00PM	Schedule Schedule is subject to change dependent on rotational shifts and hours of operation.
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BASIC PURPOSE OF THE JOB

Reports to the Customer Relations Manager or to the Vice President of Corporate & Governmental Affairs if the Customer Relations Manager position is vacant. Serves on the front line of patient and visitor interactions at the front desk in GRMC's main lobby and coordinates the day-to-day operations of the Customer Relations Department. Provides assistance and support by performing various administrative, assistant and secretarial responsibilities for the Customer Relations Team.

QUALIFICATIONS

Minimum Education	▪ High school graduate or equivalent
Minimum Work Experience	▪ Two to three years' experience in a service industry preferably in a healthcare setting with demonstrated effective communication skills is desired.
Required Licenses / Certifications	▪
Required Skills, Knowledge and Abilities	▪ Typing at 45+ wpm, transcription, word processing/computer knowledge, mathematical aptitude and demonstrated effective communication skills is strongly preferred ▪ Must be able to represent the Customer Relations Department. ▪ Ability to maintain confidentiality is crucial. ▪ Ability to be flexible with hours and to work under pressure. ▪ Excellent judgment needed ▪ Must be Customer Relations oriented

JOB RESPONSIBILITIES

1. Welcomes and assists patients, visitors, guests and other parties with hospital inquiries, requests and concerns
2. Explains, distributes, collects and replenishes Patient Satisfaction Surveys.
3. Receives and acknowledges patient, visitor and guest complaints and acts accordingly.
4. Responds to calls and visits from employees, other visitors including the public at large; determines urgency of the situation. Answers telephones, prioritizes, screens and redirects calls. Answers questions, handles routine matters on own initiative and takes messages.
5. Responds to internal and external Customer Relations related email messages.
6. Interacts on a regular basis with senior level administration, hospital employees, volunteers, and visitors.
7. Maintains files in an organized and easily accessible fashion. Files include minutes of meetings, policy and procedure manuals, and other necessary documentation.

*Complete job description provided upon employment