



Position Title: Medication Refill Coordinator

Department: Medical

Supervisor: Director of Clinics

Essential Duties:

1. Work cooperatively with Medical Clinic Manager and personnel to accomplish all goals and objectives of Four Rivers Community Health Center.
2. Customer service skills: Receive all patients and visitors pleasantly and effectively; provide clear instructions; pleasant telephone voice and efficiency of time for patient and providers; using AIDET standards for customer service.
3. Understanding of Four Rivers Community Health Center Programs and be able to inform and assist patients with its administration.
4. Answer phones, retrieve recorded messages and distribute to appropriated individuals; place telephone encounters and assign to nurses and providers as appropriate.
5. Responsible for insuring patients receive their prescription refill requests, via internal & external fax, telephone encounters, WELL App, etc, within 48 hours or requesting.
6. Keep work area neat and organized for proper completion of work tasks.
7. Perform related work as required

Essential Job Functions:

1. Must be able to see, hear, read, write, kneel, stand, sit and lift up to 50 lbs.
2. Must be able to handle stressful situations.
3. Possess cognitive skills necessary to understand medical terminology.
4. Maintain professional appearance and attitude at all times.
5. Must maintain patient confidentiality at all times.
6. Must demonstrate tact, patience, and good communication skills in dealing with patients, staff, and the public.

Qualifications:

1. Possess high school diploma or equivalent.
2. Possess basic keyboard skills and computer knowledge.
3. Bilingual abilities encouraged.
4. Must demonstrate accuracy, proficiency and efficiency from approved training program.



Performance Requirements:

1. Strong oral, written and presentation skills are required.
2. Ability to manage a multi-faceted project with strict deadlines and deliverables.
3. Ability to lead a community coalition comprised of members with varied backgrounds.
4. Skill in exercising a high degree of initiative, judgment, discretion, and decision-making to achieve objectives.
5. Skill in establishing and maintaining effective working relationships with leadership, community members and organizations.
6. Ability to create an atmosphere that encourages motivation, innovation, and high performance.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Position is in a well-lighted office environment. Occasional evening and weekend work.

Mental/Physical Requirements: Involves sitting approximately 90 percent of the day, walking or standing the remainder.

Employee Signature

Date