

UW HEALTH JOB DESCRIPTION

GUEST SERVICES SPECIALIST

Job Code: 410028	FLSA Status: Non-Exempt	Mgt. Approval: S. Arneson	Date: 6.2018
Department: Gift Shop, 56850		HR Approval: K. Sawyer	Date: 6.2018

JOB SUMMARY

Utilize your excellent communication skills to provide patients and visitors a great customer experience and a remarkable first impression of UW Health. Under the guidance of the Guest Services Supervisor, this position assumes full competency in all areas of Guest Services throughout University Hospital and AFCH including: 1) Clinics Information Desk 2) Hospital Information Desk 3) Surgical Waiting Area 4) AFCH Guest Depot 5) NICU Greeter Desk 6) Ambassador Program 7) Patient Housing Program. . This incumbent must exercise appropriate judgement, the ability to multitask and prioritize customer needs in a fast-paced environment, and be willing to serve in any area of Guest Services as needed. This position requires the ability to problem-solve issues with flexibility, compassion, and emotional intelligence in order offer outstanding customer service.

MAJOR RESPONSIBILITIES

A. Information Desk and Waiting Area Responsibilities:

- a. Visitor management in a high-traffic area.
- b. Verify appointment information and destinations in Health Link;
- c. Directing customers to clinic appointments, inpatient rooms, waiting areas, meetings and common areas
- d. Validating parking tickets and assigning inpatient parking passes in compliance with Policy 1.27.
- e. Coordinating wheelchair transports and escorts for outpatients and visitors
- f. Accept floral, package and general deliveries.
- g. Support the operating rooms and our surgeons; including relaying updates throughout surgery; managing the consult room schedule in order to ensure a confidential place for surgeons to correspond with families; developing understanding of each physician's timing and their preferences;
- h. Accept donated items and writing thank-you letters per Child Life standards.
- i. Refer families to the Ronald McDonald House (RMH) based on eligibility requirements; file RMH referrals per RMH requirements and maintain a close working relationship with RMH; coordinate delivery of RMH lunches, distribute and log gas cards and meal cards issued to indigent patients and families per Social Work and UW Health compliance standards.
- j. Support the Transplant Program with personal navigation for living donor transplant evaluations. Provide customer assistance in the parking ramp; participate in Safe Patient Transport training and ensure safe transfers in and out of wheelchairs.
- k. Arrange local accommodations patients and visitors; including maintaining complex housing reservation system; authorize, coordinate, and document uses of financial support;
- l. Support housing programs; including marketing, processing invoices, and tracking utilization.

B. Customer Service and Hospitality Duties

- a. Lead, guide and train volunteers
- b. Provide excellent customer service in all interactions
- c. Warmly greet patients, families and visitors and make efforts to create a welcoming environment for guests; including orienting them to area specific health screening guidelines.
- d. Respond to questions and complaints in a timely manner.
- e. Utilize service recovery when needed.
- f. Connect patients and visitors with Patient Relations as appropriate
- g. Guest Services Supervisor is requested to assist with problems, complaints, or questions that the employee cannot answer
- h. Provide guidance and leadership to Guest Services volunteers and interns
- i. Recommend process improvements where applicable
- j. Provide information and directions to patients, families, and visitors and other customers as needed.
- k. Assist customers with wayfinding and escort customers to their destination as needed
- l. Assist with locating wheelchairs, oxygen tanks, and other equipment as needed.
- m. Transport patients to their destination as needed.
- n. Serve as a representative of UW Health in providing a positive first impression of the organization to patients and visitors.

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- o. Interacts with patients, families, and visitors using communication and actions appropriate to a business environment.
- p. Identifies ways to improve service quality in primary area of responsibility. Participates in work groups and activities to identify, monitor, and improve quality of service to the customer.
- q. Participates in staff meetings and customer service training, but also independently seeks to enhance customer service by making suggestions to Guest Services leadership.
- r. Maintains a respectful environment always for patients, visitors, volunteers, and staff.
- s. Self-achievement and production are emphasized, along with the ability to exercise emotional intelligence and self-restraint when dealing with angry or frustrated persons.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent.
	Preferred	
Work Experience	Minimum	Six months customer service or related experience.
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of basic to intermediate accounting and financial practices. • Excellent customer service abilities. Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts and the general public. • Ability to communicate effectively both verbally and in writing. • Resourceful in problem solving. • Ability to be organized and flexible in response to changing demands. • Ability to handle a high volume of work under pressure. • Ability to make appropriate and timely decisions. • Ability to maintain information confidential in nature. • Ability to self-direct to accomplish the coordination and decision-making responsibilities of the position with minimal supervision. • Typing/keyboarding skills.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible

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X	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.