

CSR Shift Lead

Essential functions of the job:

The Shift Lead is the main point of contact for the Doctors, Technicians, Assistants, and Front Desk during their shifts. They are responsible for but not limited to:

- Point of contact for doctors to discuss work (i.e., payment, client service, etc.) issues during the shift
- Point of contact for all receptionists regarding shift changes (i.e., calling in tardy or sick, leaving early, notification when leaving shift, filling out absent/leave early form for supervisor, etc.)
- Help facilitate an efficient and proficient work environment
- Ensure team members are working in a focused manner, accomplishing all assigned tasks
- Point of contact for cash drawer questions and discrepancies, escalating problems to the supervisor when necessary
- Communicates all issues/conflicts (resolved/unresolved) during the shift to the Front Office Supervisor Supervisor(s) by documentation of e-mail or written form unless the situation requires immediate attention in which case a supervisor will be contacted
- Provide training of current and new staff or informing supervisor when training is needed for specific team members
- Ensure staff members take their breaks and lunches as required by California state law
- Serves as the role model in adhering to company policies and insures that employees on their shift adhere to the same standard
- Other duties as assigned by Supervisors or Management as needed

Knowledge, Skills, and Abilities:

- Basic computer skills
- Works well under pressure
- Must have the solid foundation of client service skills
- Be able to train or teach others in all aspects of the job
- Able to delegate tasks
- Able to multi-task
- Able to stand on feet much of the day
- Able to lift up to 40 lbs.

Professionalism:

- Appropriately dressed in provided uniform with name tag visible at all times
- Maintain positive, upbeat attitude with doctors and team members
- Team Player
- Maintains confidentiality, i.e., patient, client, and staff member information
- Willingness and ability to learn new skills

- Punctual, reliable, and flexible

Reports to: CSR Supervisor

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee, and is subject to change by the employer as the organizational needs and requirements of the job change.

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