

UW HEALTH JOB DESCRIPTION

CULINARY CALL CENTER REPRESENTATIVE

Job Code: 430012	FLSA Status: Non-Exempt	Mgt. Approval: M. Waltz	Date: 5.2018
Department: Culinary Services		HR Approval: K. Sawyer	Date: 5.2018

JOB SUMMARY

The Culinary Call Center Representative position is responsible for providing a high level of customer service by processing patient's meal requests in compliance with the physicians' diet orders, nutrition needs as assessed by the registered dietitian-nutritionists, food allergies and department's room service program. The incumbent is required to have effective telephone skills, strong knowledge of clinical diets and allergens, ability to learn 40+ modified diets, enteral tube feeding products and oral nutrition supplements. The position requires high organizational skills, ability to multitask, prioritize daily tasks, attention to the detail in order to process patients' orders accurately and efficiently. The position also requires the ability to learn information systems including CBORD Room Service Choice, CBORD Tray Monitor, Health Link, Payment Navigator and Net catering.

MAJOR RESPONSIBILITIES

- Process menus/tray tickets for patients on general and modified diets based on physician diet order, registered dietitian nutritionist, assessments, room service classification, pharmacy orders and established guidelines.
 - Assists patients, families, and/or staff with room service meal selections via telephone during call center hours.
 - Informs called of noncompliant items and offers alternative suggestions based on strong knowledge of modified diets and nutrient content of foods.
 - Coordinates meal service based on room service designation.
 - Initiates and enters non-select menus for patients who are not able to order meals themselves with predetermine service times.
 - Coordinates and enters menus for patients with who need assistance with ordering their meals.
 - Problem solves by tracking those meal trays that have not been assembled and delivered.
 - Generates tube feeding, nourishment orders and food selections based on CBORD reports and health Link reports.
 - Process diet change, Tube Feed rate change, allergens update report from Health Link.
 - Update patient notes into CBORD daily in a timely manner.
 - Generates reports that support Culinary and Clinical Nutrition Services.
- Communicates with related departments to provide food service and clinical nutrition services.
 - Receives and relays pertinent information to nutrition staff, culinary service staff, nursing staff, and other departments as necessary.
 - Process nursing request on nutritional stock items.
 - Receives computer output, telephone calls and pneumatic tube communications to make decision for appropriate and timely action and follow through.
- Documentation of department records.
 - Maintains accurate and current record/history of diet orders.
 - Records and changes stock items and meal tray orders as directed.
- Utilizes computer systems appropriately.
 - Prepares and retrieves reports and forms used in work unit.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent.
	Preferred	Associates Degree in Hospitality.
Work Experience	Minimum	One year experience in an Administrative Support or related position.
	Preferred	One year experience in a call center and/or background in nutrition.
Licenses & Certifications	Minimum	
	Preferred	ServSafe Certification
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent oral and written communication skills. • Ability to self-direct to accomplish the coordination and decision making responsibilities of the position. • Excellent customer services skills required including the ability to work with families under stress.

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	<ul style="list-style-type: none"> • Knowledge of and ability to use computers and a variety of computer programs, including word processing, database management, and spreadsheets. • Strong organizational skills required. • Ability to maintain strict confidentiality as well as the privacy needs of families and patients. • Ability to use and recognize medical terminology. 		
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,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time
			Constant 67%-100% of the time
X	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
	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#	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
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.