

UW HEALTH JOB DESCRIPTION

Lead Culinary Call Center Representative			
Job Code: 430013	FLSA Status: Non-Exempt	Mgt. Approval: S. O'Hara	Date: December 2021
Department: Culinary Services		HR Approval: S. Whitlock	Date: December 2021
JOB SUMMARY			
<p>The Lead Culinary Call Center Representative position is responsible for oversight of the day to day work of the Call Center that supports the patient feeding operations for the three Madison region hospitals: University Hospital, American Family Children's Hospital and UW Health East Madison Hospital, which serves over 500,000 meals per year to adult and pediatric patients, utilizing over 1000 different complex diet order combinations and three different patient menus.</p> <p>The Call Center is a fast-paced work environment where the team of representatives take over 750 calls and process over 500 medical orders per day. This position is responsible for leading the team of call center representatives who are responsible assisting patients, families, and/or staff with room service meal selections via telephone during call center hours, ensuring patient's select appropriate meal choices in accordance with medically prescribed diet orders, nutrition needs as assessed by the registered dietitian-nutritionists, food allergies, and department procedure while offering appropriate alternative suggestions based on strong knowledge of modified diets and nutrient content of foods. Representatives also initiate, enter, and modify non-select menus for patients who are not able to order meals themselves and coordinate, plan, and/or correct menus and between-meal snacks for all patients to be compliant with medically-prescribed diet orders. Call Center staff collaborate closely with registered dietitian-nutritionists to calculate and generate orders for enteral tube feeding, oral nutrition supplements and food selections coordinating effective communication between the medical team and Culinary Services by managing patient notes in system software. Must be able to manage large amounts of data and reports that support the patient feeding operations. The Lead Representative must frequently employ critical thinking skills to problem solve unusual circumstances to accommodate every patients' different dietary preferences and nutrition needs as well as problem solving issues related to meal delivery.</p> <p>The incumbent will ensure that the meals and medical orders processed by the call center representatives are in compliance with the patients medically prescribed diet order, their room service classification, allergen orders, and other medical orders or protocols that impact a patient's safety and nutrition-related medical care. The staff utilize various software programs to manage the nutrition needs of patients including CBORD Food Service Suite, Room Service Choice, Tray Monitor, and Odyssey Direct in addition to Health Link, and Payment Navigator</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> • Management of day to day processes and procedures for the call center that supports the patient feeding operations. • Monitors staff performance to ensure policies and procedures are maintained and coaches' staff on areas of improvement. • Provides reports and feedback to leadership of individual results and recommended actions. • Coordinates and evaluates training of new staff and training for new procedures and equipment. • Monitors and creates clerk schedules and ensures adequate coverage. • Creates and maintains department documentation on processes and procedures to ensure current information is readily available to staff. • Provides procedural input to leadership regarding development of new policies and procedures. • Participates in and leads process improvement projects. • Responsible for assisting with creation and maintenance of department policies and procedures • Uses critical thinking skills to provide guidance to staff in unusual or unforeseen circumstances. • Works as call center representative as needed. 			
ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.			
JOB REQUIREMENTS			
Education	Minimum	High School Diploma or equivalent.	
	Preferred	Bachelor's Degree.	
Work Experience	Minimum	Two (2) years of experience in an Administrative Support or related position.	
	Preferred	Two (2) years of 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"> • Strong leadership and organizational skills, and the ability to multi-task in a fast-paced work environment. • Excellent customer services skills, including the ability to work effectively under stressful situations and with people from diverse professional, educational and lifestyle backgrounds. • Ability to work as a team and independently to accomplish the timely coordination and decision-making responsibilities. 	

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	<ul style="list-style-type: none"> • Thorough knowledge of the nutrition content and allergens of foods and enteral nutrition products. • General knowledge of basic math calculations. • General knowledge of computer applications, including food service applications, office applications and electronic medical records. Ability to use and recognize medical terminology. • Ability to problem solve and exercise sound judgment, seeking advice when appropriate. • Excellent oral and written communication 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,			
	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.