

UW HEALTH JOB DESCRIPTION

Environmental Services Patient Representative

Job Code: 9317	FLSA Status: Non-Exempt	Mgt. Approval:	Date:
Department : Environmental Services/23050		HR Approval: K Sawyer	Date: 8.2016

JOB SUMMARY

The Environmental Services Patient Representative is responsible for a wide range of customer service duties associated with collecting, entering and analyzing data related to patient surveys in an effort to increase survey scores on all inpatient units. Associates are responsible for providing exceptional customer service to all patients, staff, visitors, and all others with who he/she interacts. This position will also be responsible for some administrative tasks including office and bed board assignments. The Environmental Services Patient Representative is responsible for managing customer complaints or concerns with low to moderate complexity, supporting project work within the department and any other functions required by the Director and the department.

MAJOR RESPONSIBILITIES

- Provide quality customer service excellence.
- Surveys patients in inpatient settings to ensure their room and restroom have been cleaned to their satisfaction and if there is anything else they may need from Environmental Services or others.
- Create, maintain and update spreadsheets and/or databases.
- Provide information and directions to patients, families and visitors and other customers as needed.
- Independently works to resolve issues for customers within scope of decision-making jurisdiction.
- Greet patients, families and visitors and make efforts to create a welcoming environment for guests.
- Interacts with patients, families and visitors using communication and actions appropriate to a business environment.
- Assists patients, families, visitors and other customers with way finding as needed.
- Receives incoming phone calls and acts according to the needs of callers.
- Questions and complaints are responded to in a timely manner.
- Works directly with Environmental Services Supervisor or Manager to rectify complaints or questions.
- Provide guidance and leadership to lower level positions.
- Provides feedback to employees with recommendations for process improvement.
- Develop organization tools and time lines to efficiently accomplish projects.
- Projects a positive image in dress and decorum.
- Acts as a liaison between lower level employees and management.
- Assists in prioritizing discharge cleans during high volume times.
- Identifies way to improve service quality in areas of responsibility. Participates in work group and activities to identify, monitor and improve quality of services to the customer.
- Maintains a respectful environment at all times for patients, visitors, staff and customers.
- Self-achievement and production are emphasized, along with the ability to exercise emotional intelligence and self-restraint when dealing with angry or frustrated persons.
- Seeks guidance and direction from the Supervisor or Manager when encountering a situation or incident that is high profile, related to life/safety, or one which may impact customer or staff satisfaction.
- Effectively communicate facts and information to all key stakeholders.
- Ensure all hand-offs have been completed.
- Responsible for other miscellaneous duties as assigned by the Director or the department.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent required.
	Preferred	
Work Experience	Minimum	One (1) year of customer service experience

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	Preferred	One (1) year of health related experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills; 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. • Ability to plan and organize the work floor in a busy hospital environment. • Ability to be self-directed in accomplishing the coordination and decision making responsibilities of this position. Ability to work with minimal supervision. • Resourceful in problem solving. • Ability to train and guide lower level employees. • Experience with word processing, database and spreadsheet software programs. • Ability to be organized and flexible in response to changing demands. Ability to handle high volume of work under pressure. • Ability to make appropriate and timely decisions. • Ability to maintain information confidential in nature. 	

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. *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 dockets, 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
	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
X	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#
List any other physical requirements or bona fide				

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occupational qualifications:	
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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.