

## UW HEALTH JOB DESCRIPTION

### GUEST SERVICES SPECIALIST

<b>Job Code:</b> 410028	<b>FLSA Status:</b> Non-Exempt	<b>Mgt. Approval:</b> S. Arneson	<b>Date:</b> October 2021
<b>Department:</b> Guest Services		<b>HR Approval:</b> S. Whitlock	<b>Date:</b> October 2021

### JOB SUMMARY

Under the guidance of the Guest Services leadership team, this position assumes full competency in multiple areas of Guest Services throughout UW Health system including Information Desk, Surgical Waiting area, Gift Shop, Patient Housing program, Ambassador program, Emergency Department, and Health Screening.

The Guest Services Specialist must exercise appropriate judgement, multitask, and prioritize guest 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, self-awareness, and emotional intelligence to deliver an outstanding guest service.

### MAJOR RESPONSIBILITIES

#### **Guest Services**

- Serve as the first point of contact for general information for patients, visitors, and staff to provide a remarkable patient and family experience.
- Visitor Management in a high-traffic area: enforce visitor policies, verify appointment information using the Electronic Medical Record system, and navigate the check-in and patient workflows.
- Validate parking tickets and issue passes in compliance with parking policy.
- Escort patients and visitors to registration, clinics, waiting areas, inpatient units, etc. using wheelchairs and other mobility devices.
- Monitor vendor check-in process and coordinate deliveries and drop-offs to and from the Information Desks.
- Manage patient housing programs, arrange local accommodations for patients and visitors using a hotel reservation system, and review multiple hospital-funded programs for patients with financial needs.
- Establish referrals for families to non-profit housing programs.
- Act as the main point of contact for guests in the Surgical Waiting area, relay surgery updates and family notifications, and facilitate private consults between surgeons and families.
- Ensure a positive retail experience at the Gift Shops conducting transactions and supporting merchandising activities.
- Participate in workgroups, training, and activities to identify opportunities and improve the quality of guest service to aspire towards remarkable healthcare.

#### **Patient Experience**

- Warmly greet our patients, visitors, and staff to create a welcoming environment.
- Engage by being friendly, showing care, and making connections.
- Ask health screening questions clearly to patients and visitors while wearing proper Personal Protective Equipment.
- Follow health screening policies and workflows.
- Offer wayfinding assistance to patients and visitors by providing information and directions to their destinations.
- Aid in mobility assistance to and from their destination ensuring patient safety, comfort, and privacy.
- Anticipate guest needs, respond rapidly, and own issues until it is resolved.
- Embrace our diversity and be inclusive.
- Foster continuous improvement and promote cross-functional teamwork.
- Adhere to uniform standards and always maintain a professional outlook.

**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, administrative support, retail, or related experience.
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> <li>• Ability to be organized and flexible in response to changing demands.</li> <li>• Ability to communicate effectively both verbally and in writing.</li> <li>• Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts, and the public.</li> <li>• Ability to handle a high volume of work under pressure.</li> <li>• Ability to maintain the information confidential in nature.</li> <li>• Ability to make appropriate and timely decisions.</li> <li>• Ability to self-direct to accomplish the coordination and decision-making responsibilities of the position with minimal supervision.</li> <li>• Ability to travel and work at other UW Health hospitals and clinics in Dane county.</li> <li>• Ability to use and recognize medical terminology.</li> <li>• Demonstrate excellent guest service and hospitality.</li> <li>• Effective organizational and planning abilities.</li> <li>• Intermediate typing and computer skills.</li> <li>• Knowledge of basic to intermediate accounting and financial practices.</li> <li>• Resourceful in problem-solving.</li> <li>• Willingness to use initiative and handle extra duties as needed.</li> </ul>
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### 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
<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b>	<b>Negligible</b>
<b>X Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible-10#</b> or constant push/pull of items of negligible weight
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>

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	lifting and/or carrying objects weighing over 50 pounds.			
List any other physical requirements or bona fide occupational qualifications:				

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.