

UW HEALTH JOB DESCRIPTION

LEAD GUEST SERVICES SPECIALIST

Job Code: 410031	FLSA Status: Non-Exempt	Mgt. Approval: L. Vander Woude	Date: January 2022
Department: Guest Services		HR Approval: S. Whitlock	Date: January 2022

JOB SUMMARY

The Guest Services Lead assists their team to ensure success in multiple areas of Guest Services throughout the UW Health system including Information Desk, Surgical Waiting area, Gift Shop, Patient Housing program, Ambassador program, Emergency Department, and Health Screening Program.

The Guest Services Lead successfully delivers excellent service that meets or exceeds organizational standards. This lead position serves as an operational partner and liaison along with the Guest Services Supervisor to support departments across UW Health. This individual will be involved in departmental process improvement work to improve efficiency and guest experience in day-to-day operations.

MAJOR RESPONSIBILITIES

- Support the daily operations of Guest Services in multiple areas including the Information Desk, Surgical Waiting Area, Ambassador program, Patient Housing program, and Health Screening program.
- Lead administrative aspects of the department to standardize and sustain processes applying UW Health work standards to daily operations.
- Prioritize and communicate staffing plans to ensure service gaps are covered across all areas with limited notice.
- Conduct check-ins with all team members to ensure needs are met and keep the team updated using various tools including Real-Time Management.
- Coordinate special projects to assist Administration with special events (e.g., fundraisers, external vendor sales, presentations, outside groups, etc.).
- Monitor processes, identify efficient workflows, provide reports, and recommend actions to the leadership team.
- Support Giftshop with opening/ closing routines, inventory maintenance, ordering products, entering merchandise into POS system, pricing, and displaying merchandise.

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

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • High School Diploma or equivalent • Must have completed required UW Health L&D lead worker training program and Health Link Receptionist/Scheduler training prior to hire.
	Preferred	
Work Experience	Minimum	One (1) year customer service, administrative support, retail, or related experience.
	Preferred	Two (2) years customer service, administrative support, retail, or related experience.
Licenses & Certifications	Minimum	Valid Driver's License.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to be organized and flexible in response to changing demands. • Ability to communicate effectively both verbally and in writing. • Ability to establish and maintain effective working relationships with coworkers, department administrative staff, interdepartmental contacts, and the public. • Ability to handle a high volume of work under pressure. • Ability to maintain the information confidential in nature. • Ability to make appropriate and timely decisions. • Ability to self-direct to accomplish the coordination and decision-making responsibilities of the position with minimal supervision. • Ability to travel and work at other UW Health hospitals and clinics in Dane county. • Ability to use and recognize medical terminology.

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	<ul style="list-style-type: none"> • Demonstrate excellent guest service and hospitality. • Effective organizational and planning abilities. • Intermediate typing and computer skills. • Knowledge of basic to intermediate accounting and financial practices. • Resourceful in problem-solving. • Willingness to use initiative and handle extra duties as needed. 		
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,			
<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	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	
<input type="checkbox"/>	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
<input type="checkbox"/>	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
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#
<input type="checkbox"/>	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#
<input type="checkbox"/>	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.