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**Job Description**

**Retail Product Specialist**

First and foremost: We recognize communication as our most vital tool. Every employee should focus on communicating across the system to ensure we are functioning as a team. This will require active communication with patients, team members in your department as well as other departments, managers, and physicians. You are encouraged and expected to look for ways to use communication to solve challenges and enhance the patient experience.

**Summary:**    The Retail Product Specialist is the designated point of contact for all patients requiring Durable Medical Equipment in a preoperative or retail setting.

**Essential Functions:**

* Assists patients with application and instruction of preoperative and retail DME products
* Act as a liaison for the DME and retail patients to coordinate services with internal departments and external vendors.
* Maintain current schedule for Golden Ridge Surgery center to ensure selected patients requiring DME postoperatively are contacted and scheduled for fitting and education prior to surgery.
* Assist with insurance verification to ensure eligibility for DME products as needed
* Responsible for collections as appropriate for co-pays, patient balances, out-of-pockets etc.
* Maintain departmental goals and productivity parameters as set forth by the director.
* Provide guidance and education to DME patients for any questions or concerns.
* Initiates product agreement processes for submission of charges to insurance companies or self -pay patients.
* Documents patient encounters in electronic health record
* Responsible for maintaining inventory par levels in DME store room and surgery center

**Other Functions:**

* Assist team members as needed.
* Anticipate ways to improve patient care and experience.
* Assists in the evaluation, development and effectiveness of systems and protocols.
* Other duties as assigned.

**Education:** High School Diploma or GED

**Experience:** 2 years of medical office or customer service experience.

**Skills:** Excellent 10-key skills. Knowledge with Word and Excel systems. Knowledge of EHR is a plus. Excellent interpersonal communication skills and customer service skills. Ability to maintain quality control standards. Ability to meet deadlines.

**Supervision Received:** Reports to the Director of Special Projects

**Positions Supervised:** None

**Ability to Release Money, Securities, and /or Narcotics: NA**

**Responsibility for Confidentiality:** Employee will sign confidentiality agreement which clearly states all patient information is strictly confidential and is protected by federal and state laws and regulations that prohibit the unauthorized use and/or disclosure of patient information. Employee agrees to comply with POSC confidentiality policies and that this obligation remains in full force during the entire term of employment and continues in effect after such employment terminates.

# PHYSICIAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS

**JOB TITLE: Retail Product Specialist**

N=Not part of job requirement; S=Seldom; O=Occasionally; F=Frequently; C=Constantly

**Physical Requirements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Strength** | **N**  | **S** | **O** | **F** | **C** |
| Able to push/pull objects less than 20 lbs. |  |  |  | X |  |
| Able to push/pull more than 20 lbs. |  |  |  | X |  |
| Able to push/pull more than 50 lbs. |  |  | X |  |  |
| Able to push/pull more than 100 lbs with assistance only |  | X |  |  |  |
| **2. Manual Dexterity** | N | **S** | **O** | **F** | **C** |
| Able to perform simple motor skills such as standing, walking, etc |  |  |  | X |  |
| Able to perform simple manipulative skills such as sweeping, walking, writing collating, etc. |  |  |  |  | X |
| Able to perform moderately difficult manipulative skill such as positioning patients, typing, etc |  |  |  |  | X |
| Able to perform difficult manipulative skills such as calibration of equipment, injections, etc |  |  |  | X |  |
| **3. COORDINATION** | **N** | **S** | **O** | **F** | **C** |
| Able to perform gross body coordination, such as walking, stooping, filing, etc |  |  |  |  | X |
| Able to perform tasks which require hand-eye coordination such as keyboard skill, IM injection, running power tools, etc |  |  |  |  | X |
| Able to perform tasks which require arm-hand steadiness such as taking B/P’s, calibration of tools and equipment, etc |  |  |  | X |  |
| **4. Mobility** | **N** | **S** | **O** | **F** | **C** |
| Able to walk |  |  |  | X |  |
| Able to stand |  |  |  | X |  |
| Able to sit for prolonged periods |  |  |  | X |  |
| Able to stand for prolonged periods |  |  |  | X |  |
| Able to remain in uncomfortable positions for long periods such as bending over tables, etc |  |  | X |  |  |
| **5. Visual Discrimination** | **N** | **S** | **O** | **F** | **C** |
| Able to see objects far away as in driving |  | X |  |  |  |
| Able to see objects closely as in reading equipment or patient assessment |  |  |  |  | X |
| Able to discriminate colors as in microscope slides, colors in electrical wires or warning lights |  |  |  | X |  |
| **6. Hearing** | **N** | **S** | **O** | **F** | **C** |
| Able to hear normal sounds with some background of noise as in answering phone, intercom, etc |  |  |  |  | X |

**Mental Requirements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Concentration** | **N** | **S** | **O** | **F** | **C** |
| Able to concentrate on detail with some interruption |  |  |  |  | X |
| Able to concentrate on detail with constant interruption |  |  |  | X |  |
|  |  |  |  |  |  |
| **2. Attention Span** | **N** | **S** | **O** | **F** | **C** |
| Needs to attend to task/function for 10-45 minutes at a time |  |  |  | X |  |
| Needs to attend to task/function for more than 60 minutes at a time |  |  |  | X |  |
|  |  |  |  |  |  |
| **4. Memory** | N | **S** | **O** | **F** | **C** |
| Able to remember task/assignment for full shift |  |  |  |  | X |
| Able to remember multiple tasks/assignments given to self and others during course of day |  |  |  |  | X |
| Able to remember multiple tasks/assignments given to self and others over long periods of time |  |  |  | X |  |

**Environmental Condition:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Condition** | **N** | **S** | **O** | **F** | **C** |
| Exposure to blood, body tissues, or fluids |  |  |  | X |  |
| Exposure to hazardous waste materials other than blood, body tissues or fluids |  | X |  |  |  |
| Exposure to seasonal conditions in outside weather | X |  |  |  |  |
| Exposure to radiation |  | X |  |  |  |
| Exposure to toxins, cytotoxins, or poisonous substances | X |  |  |  |  |
| Exposure to dust |  |  | X |  |  |
| Exposure to other hazardous materials such as chemicals | X |  |  |  |  |
| Exposure to bodily injuries | X |  |  |  |  |
| Exposure to loud and unpleasant noises |  |  | X |  |  |
| Exposure to high humidity or wetness | X |  |  |  |  |
| Exposure to electrical hazards | X |  |  |  |  |
| Exposure to electro-magnetic radiation as in CRT’s (VDT’s) | X |  |  |  |  |

I have received a copy of this Position Description and I agree to abide by it. I realize that every effort has been made to make this Position Description as complete as possible, however, it in no way states or implies that these are the only duties I will be required to perform. The omission of specific statements of duties does not exclude them from the position or my performance review.

I understand that I will be required to give a minimum four (4) week notice of my intent to terminate my employment in order to receive a full pay out of any accumulated PTO time earnings that I may otherwise be entitled to.

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_