UPPER GREAT LAKES FAMILY HEALTH CENTER

JOB DESCRIPTION

Job Title:	Patient Access Supervisor	**FLSA Status:**	Exempt
Effective Date:		**Supervised By:**	Director of Operations
Revised Date:	10/26/2026	**Approved By:**	HR

BASIC FUNCTION

The Patient Access Supervisor provides direct leadership and supervision of Patient Service Representatives (PSRs) and Call Center staff within an assigned region. The position is responsible for patient access operations, scheduling integrity, registration quality, customer service excellence, staff performance, onboarding, and operational workflow management.

The Patient Access Supervisor serves as the primary liaison between frontline patient access staff and leadership while ensuring efficient operations, consistent processes, and exceptional patient experience across assigned clinic locations.

PRIMARY RESPONSIBILITIES AND DUTIES

Leadership and Supervision

- Provide direct supervision of Patient Service Representatives and Call Center staff within assigned region.
- Assign and monitor daily work responsibilities.
- Conduct performance evaluations and coaching sessions.
- Participate in hiring, onboarding, corrective action, and termination processes.
- Support staff development and identify training opportunities.
- Promote employee engagement and teamwork.
- Address staff concerns and assists with conflict resolution.
- Serve as a resource for patient access staff.

Patient Access Operations

- Oversee front office and call center operations.
- Ensure adherence to scheduling rules, templates, and registration standards.
- Monitor appointment scheduling accuracy and consistency.
- Assist with workflow challenges and operational barriers.
- Support patient experience initiatives.
- Ensure adequate staffing coverage across assigned locations.
- Coordinate operational support during staffing shortages and periods of high call volume.

Scheduling and Workforce Management

- Develop and maintain departmental staffing schedules.
- Review daily staffing needs and coordinates coverage plans.
- Manage PTO requests and schedule changes.
- Monitor overtime utilization and staffing efficiencies.
- Communicate staffing adjustments to leaders and team members.
- Assist with provider scheduling coordination and template compliance.

Onboarding, Training, and Quality Monitoring

- Coordinate onboarding and orientation for new Patient Access staff.
- Assign and oversees training mentors.
- Monitor completion of required training and competencies.
- Conduct audits involving registration accuracy, scheduling quality, consent collection, MSP, and other patient access functions.
- Identify opportunities for process improvement and training.

Operational Performance and Communication

- Monitor departmental metrics and performance indicators.
- Develop action plans to improve operational outcomes.
- Participate in regional leadership meetings.
- Communicate organizational updates and workflow changes.
- Track action items and ensure timely follow-up.
- Assist with implementation of operational initiatives and process improvements.

GENERAL PROFESSIONAL DEVELOPMENT

1) Organization: Display advanced organizational skills and organize projects or the work of others.
2) Problem Solving: Select from established alternatives and modify approaches in response to situations encountered.
3) Analysis: Able to interpret complex or technical information and effectively explain it to others.
4) Problem Resolution: Resolves conflicts or disagreements between employees, patients, or with the public.
5) Communication: Compile and analyzes information prepared in effective written form, including correspondence, reports, articles, or other documentation.
6) Expertise: Must know all aspects of the trade as it is performed in the organization, sufficient to effectively train or instruct others, and to serve as a resource for employees.

PROFESSIONAL AND TECHNICAL KNOWLEDGE

Education

- Associate degree in Healthcare Administration, Business Administration, or related field preferred.
- Equivalent combination of education and experience may be considered.

Experience

- Minimum three years of experience in healthcare registration, scheduling, patient access, or call center operations.
- Previous supervisory or leadership experience preferred.

Knowledge and Skills

- Knowledge of patient access workflows, scheduling processes, and healthcare operations.
- Knowledge of call center operations and customer service principles.
- Experience with EHR and scheduling systems.
- Strong leadership, coaching, and conflict resolution skills.
- Ability to analyze operational performance data and implement improvements.
- Strong written and verbal communication skills.

TECHNICAL SKILLS

1) Microsoft Office Suite to create correspondence, tables, charts, graphs, spreadsheets, and presentations.
2) All electronic clinical systems, including EHR and scheduling systems, in use at the health center.

COMMUNICATION SKILLS

1) Effectively communicates information during informal and formal video presentations.
2) Effectively conveys complex information to varying audiences, verbally and in writing.

WORKING CONDITIONS:

1) Work is performed in an office or clinic environment.
2) This is an exempt position, working beyond 40 hours a week may be expected based on organizational needs.
3) Requires regular sitting, standing, walking, and lifting of up to 25 pounds.
4) Regular travel between clinic locations, and occasional regional or national travel for conferences or seminars.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work. UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.

I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.

Employee: _____ Date: _____