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Waterford Township, MI 48327
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Title: Scheduling Coordinator
Reports To: Collector Supervisors

Position Summary:

The Scheduling Coordinator is responsible for ensuring all client accounts with Helix specimen collectors are appropriately staffed. This role has critical day to day responsibilities and reports to the Collector Supervisors.

Job Specific Duties and Responsibilities:

- Create and maintain schedules for Helix team members that collect specimens at client sites, Helix draw sites and home collection services
- Serve as the point of contact for all communication related to the schedule, including Paid Time Off (PTO) requests, day-of call offs, etc. This will include being on call 24-7 to receive calls, emails and text messages
- Deploy team to cover locations as needed to ensure sites are staffed. Serve as backup coverage as needed to cover client sites if required
- Maintain records of PTO requests, call-offs, and other scheduling needs
- Weekly review all TimeCo submissions to ensure collectors are clocking in/out as appropriate based on their schedule
- Create and maintain a profile book of all Helix collectors that includes relevant information and is accessible to leadership
- Provide outstanding service and maintain positive working relationships with internal and external customers
- Protect patient and company documentation and ensure overall HIPAA compliance

Qualifications:

Required:

- National Phlebotomy Association Certification

Knowledge, Skills, and Abilities:

- Strong attention to detail and organizational skills
- Effective project management and problem-solving skills
- Ability to effectively implement change in a fast-paced environment
- Proficient with Microsoft Office applications
- Positive communication skills at all levels of the organization
- Excellent customer service skills

Position details:

- Full Time, Exempt (salary)
- Core hours: Monday – Friday 9:00-5:00 (on call as necessary for early morning call offs)
- Onsite position located in Waterford

This position requires weekly COVID testing, is not remote-eligible and is based out of our Waterford, Michigan offices.

Who We Are:

Helix is a value-based, state-of-the-art clinical laboratory on a mission to elevate the lab space through compliance, high ethics, innovation and a best in class client experience. Helix incorporates the latest technology and methods to provide comprehensive diagnostics including toxicology testing, pathogen detection, blood testing and Pharmacogenomics (PGx) testing.

Expected Use and Disclosure of Protected Health Information:

Employees in this position are expected to have access to protected health information and other confidential business information from throughout the organization as is needed to fulfill their responsibilities in evaluating and reducing risk to the organization. No protected health information will be disclosed outside the organization unless specifically required by state or federal law.

*This document is intended to describe the general nature and level of work performed and the requirements of the position. It is not intended to serve as an exhaustive list of all duties, skills and responsibilities of personnel so classified; nor is it intended to limit the right of any leader to assign or direct employees under his/her direction.