



## JOB DESCRIPTION **Registration Center Trainer**

**REPORTS TO:** Director of Billing Services

**EDUCATION:** High School Diploma or equivalent. College hours preferred

**SKILLS:** Technical abilities to absorb complex concepts and communicate them to a non-technical audience. Demonstrate creative problem-solving approach and strong analytical skills. Knowledge of EPIC software (preferred). Knowledge of ICD-10/CPT coding, medical office billing and insurance verification processes, federal/state/local financial assistance programs, strong interpersonal, oral and written communication skills, excellent telephone and customer service skills.

**PHYSICAL AND MENTAL REQUIREMENTS:** See reverse

### PRIMARY DUTIES

- Coordinate with Director of Billing Services and Registration Center Coordinator in resolving issues, implementing new workflows and prioritization of projects
- Provide primary training to end users including creating and updating training materials as needed
- Act as a primary support contact for the Registration Center Staff in troubleshooting problems and questions from end users
- Understand the choices involved in the registration WQ software application configuration
- Investigate end users' issues to promote knowledge of software
- Analyze business operations as they relate to build decisions and training end users
- Assist with prioritizing and implementing requested changes to the system
- Analyze new functionality in each software release to determine how it should be used in coordination with Registration Center Coordinator and the Director of Billing Services
- Serve as a liaison between end users, Registration Center Coordinator, Director of Billing Services and Epic implementation staff
- Maintain regular communication with Epic Representatives as needed
- Work with report writers to ensure that the application has the necessary reports
- Possess a deep understanding of the organization and users in the registration and appointment scheduling applications
- Possess the ability to lead meetings, prioritize, troubleshoot, maintain issues lists, and manage a project plan
- Possess the ability and interest to learn the software and increase their knowledge over time
- Eager to learn the system and promote it within the organization
- Able to manage multiple priorities and manage stress appropriately
- Communicates appropriately and clearly with a pleasant and professional manner to all
- Demonstrates excellent judgment in handling situations not covered by written or verbal instructions
- Demonstrates a commitment to the mission, core values, and goals of Waco Family Medicine and its healthcare delivery including the ability to deliver exceptional patient focus with quality, compassion, and respect

## **TRAVEL, TRAINING AND CERTIFICATIONS**

- May require some travel, including trips to Epic (Madison, WI) for training or other conferences as needed
- Registration Application Trainers gain in-depth knowledge of the software by attending training at Epic and completing application certification projects and tests; recommended, but not required.

## **OTHER DUTIES**

- Assist other WFM staff with Registration understanding and questions
- Provide backup support for Registration staff as needed
- Other duties as assigned

## **PHYSICAL AND MENTAL REQUIREMENTS**

- Visual and auditory accuracy
- Shift length – 8 hours
- Indoor setting
- Continuous use of computer, calculator
- Long periods of sitting and walking
- Frequent use of telephone
- Frequent use of stepladder
- Continuous repetitive grasping and manipulation of both hands
- Continuous conversational communication
- Occasional reaching, standing, squatting, bending, kneeling, twisting and climbing
- Occasional carrying, lifting, pushing and pulling of up to 10 Lbs
- Infrequent use of personal transportation
- Working in a frequently noise environment
- Continuously working in a tight area
- Understand/carry out simple/detailed, oral/written instructions
- Memorize and retain instructions
- Read and interpret detailed specifications.

### **REVIEWED WITH EMPLOYEE:**

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Employee

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Supervisor

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Date

10/13/2022