
Auburn University Job Description

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| Job Title: | Referral Liaison | Level I | Grade 29 \$25,000 - \$41,700 |
| Job Code: | IB07 | Level II | Grade 30 \$28,000 - \$46,700 |
| FLSA status: | Non-exempt | | |

Job Summary

Serves as the liaison between the College of Veterinary Medicine Teaching Hospital and the veterinarians in the community.

Essential Functions

1. Coordinates incoming and outgoing veterinarian referrals via telephone or other electronic means.
2. Communicates estimates for services to customers and referring veterinarians as well as the procedures, processes, and policies of the AU Teaching Hospital to customers and referring veterinarians on intake.
3. Coordinates and facilitates routine and emergency appointments from patient information gained by communicating with referring veterinarians.
4. Responsible for updating and maintaining the referring veterinary database and website as needed and compiling and reporting survey data.
5. Organizes and oversees public relations and marketing programs designed to increase the referral volume.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

Auburn University Job Description

Job Family Levels

| Level | Responsibility | Knowledge | Education and Experience* |
|-------|--|--|--|
| I | Tasks are varied and may involve specialized procedures or systems. | Knowledge of office rules, procedures and operations that require previous training and experience to perform. | High school diploma or equivalent plus 2 years experience. |
| II | Tasks are varied and broad and are governed by a variety of policies, procedures, contracts, and laws. Able to resolve a wide range of problems. Work is performed under occasional supervision. | Knowledge of office rules, procedures and operations that require previous training and experience to perform. | High school diploma plus 4 years. Experience must include at least 2 years at the preceding level or equivalent. |

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

Auburn University Job Description

Minimum Required Education and Experience

Level I High school diploma or equivalent plus 2 years experience.

Level II High school diploma plus 4 years. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education

High School Diploma or equivalent

Focus of Experience

Experience in administrative support services

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Minimum Required Knowledge

Knowledge of hospital information systems and medical terminology

Certification or Licensure Requirements:

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires sitting, talking, hearing, .

Job occasionally requires standing, walking, reaching, stooping/kneeling/crouching/crawling, handling objects with hands, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 3/27/2013
