**Registration Staff Requirements**

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| Education | Minimum | High school diploma |
| Preferred | Associates degree in business, healthcare administration, or related field |
| Work Experience | Minimum | Previous customer service experience |
| Preferred | Previous health care, call center, business, financial, or insurance experience |

Required skills and knowledge from the position description:

         Ability to work in a busy, loud, and demanding environment.

         Must independently recognize and evaluate situations for the level of urgency.

         Experience in providing a high level of customer service.

         Strong emotional intelligence and empathy.

         Excellent written and oral communication skills.

         Maintains effective and cooperative working relationships with co-workers, leaders, clinical staff, and the general public.

         Must be detail oriented and accurate.

         Ability to multi-task and prioritize tasks.

         Displays an aptitude and willingness to learn new responsibilities.

         Willingly accepts feedback.

         Flexible and innovative.

         Ability to problem-solve and work independently.

         Displays a professional appearance.

         Dependable and reliable in achieving goals.

         Experience operating office machines such as personal computers, fax machines, photocopiers, and document scanners.

         Familiarity with medical terminology and abbreviations.

*Source*: UW Health. Used with permission.