AUBURN
Human Resources

Referral Liaison II

Job Description

JOB INFORMATION

Job Code	IB07B
Job Description Title	Referral Liaison II
Pay Grade	AS05
Range Minimum	$33,470
33rd %	$37,940
Range Midpoint	$40,170
67th %	$42,400
Range Maximum	$46,860
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	3/27/2013

JOB FAMILY AND FUNCTION

Job Family:	Administration & Operational Support
Job Function:	Administrative Support

JOB SUMMARY

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

RESPONSIBILITIES

- Coordinates incoming and outgoing veterinarian referrals via telephone or other electronic means.
- 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.
- Coordinates and facilitates routine and emergency appointments from patient information gained by communicating with referring veterinarians.
- Responsible for updating and maintaining the referring veterinary database and website as needed and compiling and reporting survey data.
- Organizes and oversees public relations and marketing programs designed to increase the referral volume.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

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

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School Diploma or GED	High School Diploma or equivalent	and	4 years of	Experience in administrative support services	

Substitutions Allowed for Experience	Yes
Substitution 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 KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of office rules, procedures and operations that require previous training and experience to perform.	

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting	X					
Climbing		X				
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions			X			
Eye/Hand/Foot Coordination			X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise		X			
Hazards		X			

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

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