



## **Audiology Program Coordinator**

This is a full time position which supports the Audiology Department and provides backup support to the Center Support Specialist.

### ***Essential Job Functions***

- Schedule client appointments for Audiology and maintain calendars for Audiologists
- Operate Hearing Aid Program for low-income clients
- Review incoming applications for volunteers at HSDC and supervise Audiology volunteers
- Data entry of confidential client intake information
- Provide support to the Billing Department, manage patient payment plans
- Manage and assist with flow of DVR approvals, ordering, delivery and pick-up
- Minor hearing aid repairs and service (training provided)
- Responsible for entry, tracking, and summarizing monthly dept. data
- Assist with marketing and outreach
- Maintain high standard of client service and care
- Provide back-up support to the Center Support Specialist with the following: Check in clients and guests, process payments, obtain referrals for scheduled appointments, set-up and maintain client charts, files and records, process and request various authorizations for clinical services
- Comply with HIPAA standards (training provided)
- Attend occasional out-of-state departmental trainings
- Other duties as assigned to support the Audiology Department & HSDC

### ***Qualifications:***

- Excellent customer service skills: One year in customer service required
- Capacity to multi-task accurately in a fast-paced environment
- Able to prioritize, and exercise a high degree of independent judgment and confidentiality and be flexible and highly organized
- Ability to speak loudly and clearly in English for hard of hearing clients and excellent English reading, writing and communication skills;
- A self-starter and a team player
- Must have excellent social/interpersonal skills in dealing with the public and be comfortable/respectful of a diverse population
- Proficiency in Microsoft Office programs and general office equipment; ability to use TTY, and videophone (or the ability to be trained in these)
- Pre-Employment background check required
- Willingness to learn American Sign Language (ASL)

### ***Preferred Qualifications:***

- 2+ years administrative or office support in a medical setting
- Associates Degree or higher
- HIPAA training and/or experience
- American Sign Language proficiency

### ***How to Apply***

E-mail cover letter and resume to Levecke Mas, Clinic Manager at [LMas@hsrc.org](mailto:LMas@hsrc.org).

No phone calls please.

*Equal Opportunity Employer*