



## Center Support Specialist

The **Center Support Specialist** is a full-time position which provides reception support to our whole center and has a primary focus of work in our Audiology Department. This position will require a high standard of client service and care. The **Center Support Specialist** will handle a variety of administrative and receptionist task and report to the Clinic Manager.

The applicant will have customer service experience and at least one year of administrative or office experience. They must be comfortable juggling and completing multiple tasks, work well with a diverse group of people, and be able to calmly manage heavy phone volumes while serving in-person clients.

### ***Responsibilities***

#### ***General Receptionist Support for our Center***

- First point of contact for all visitors and clients; greet and direct guests who come to our Center
- Route all general Center calls and relay email messages received through our website
- Data entry of confidential client demographic intake information
- Sort and distribute mail, parcels, and faxes.
- Maintain the lobby area and close the center at the end of the day

#### ***Audiology Department Support***

- Answer all Audiology Dept. calls, schedule client appointments, and maintain Audiologists' calendars
- Maintain Audiology client charts, files, and records
- Obtain referrals for scheduled appointments and maintain referral history and tracking system
- Check in Audiology clients, including verifying and obtaining insurance and demographic information
- Responsible for all Audiology reminder calls, preparing charts for next-day appointments and faxing medical reports to physicians
- Accept payment for services/goods
- Balance the cash drawer and cash log each day
- Respond to medical records requests and document
- Attend occasional departmental trainings both on site and off site
- Schedule ASL and spoken language interpreting services for our clients
- Additional duties as requested by Department leaders

### ***Qualifications***

- 1 year of administrative or office experience
- 1 year of customer service experience
- Ability to speak loudly and clearly in English for hard of hearing clients
- Excellent English reading, writing, and communication skills; legible handwriting
- A self-starter and a team player
- Must have excellent social/interpersonal skills and experience working with the public and be respectful when serving a diverse population
- Ability to prioritize and effectively manage multiple tasks while exercising a high degree of independent judgment and confidentiality
- Proficiency in Microsoft Office programs and general office equipment; ability to use TTY and videophone (or the ability to be trained in these)
- Professional presentation and attitude
- Pre-employment background check required
- Willingness to learn American Sign Language (ASL)

### ***Preferred Qualifications***

- Associates degree
- HIPAA training or experience
- 2+ years administrative or office support
- 2+ years of customer service experience
- Conversant in American Sign Language (ASL)

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

E-mail cover letter and resume to Leveck Mas, Clinic Manager at [LMas@hsrc.org](mailto:LMas@hsrc.org).  
No phone calls please.

*Equal Opportunity Employer*