

Job Title: Clinic Program Coordinator **FLSA Status:** Non-exempt
Departments: Audiology & Speech **Prepared Date:** November 2018
Reports To: Director of Audiology **Salary Range (optional):** Based on experience

Summary: The Clinic Project Coordinator provides administrative support to the Audiology and Speech Clinics at the Hearing, Speech & Deaf Center (HSDC). This role reports to the Director of Audiology and collaborates with the Director of Speech. The ideal candidate is detail-oriented, able to prioritize competing tasks or demands, as well as communicate decisions clearly and concisely to teammates.

Essential Duties and Responsibilities:

- Enters, tracks, and summarizes monthly sales & department data for Audiology & Speech, including processing clinic invoices from vendors
- Assists with marketing, outreach, and clinic events, including event coordination and logistics
- Provides support to the Billing Department, including managing patient payment plans & refund requests
- Manages and coordinates the flow of third-party authorizations for payment, ordering, delivery and pick-up of products
- Provides general support to HSDC, including, but not limited to, managing front desk inquiries, directing guests, and coordinating changes to the clinic voicemail system.
- Maintains high standard of client service and care, while managing client information in accordance with HIPAA standards (training provided)
- Schedules client appointments for Audiology and Speech Clinics, performs intake of confidential client information, and maintains calendars for Audiologists & Speech-Language Pathologists
- Provides backup support to the Center Support Specialist or Clinic Administrative Assistant with the following: Checking in clients and guests, processing payments, obtaining referrals for scheduled appointments, setting up and maintaining client profiles, processing and requesting authorizations for clinical services, and processing daily cash log
- Other duties as assigned

Supervisory Responsibilities: This position does not have supervisory responsibilities.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Excellent customer service skills; a minimum of one year customer service or administrative support experience required, two or more years preferred.
- Associates Degree or higher; Business Administration, Hearing & Speech Sciences, or other business or healthcare-oriented major preferred
- Proficiency in Microsoft Office programs and general office equipment; knowledge of or ability to learn new electronic medical records systems software (training provided)

Language/Other Skills:

- Basic competency in American Sign Language (ASL) or a strong willingness to learn
- Ability to speak loudly and clearly in English for hard of hearing clients
- Excellent English reading, writing and communication skills
- Ability to communicate with staff, clients and vendors via telephone
- Detail oriented, with excellent organizational skills and ability to process and prioritize competing tasks and demands
- Ability to interact professionally, pleasantly, and productively with individuals from a variety of backgrounds (customers, colleagues and management)
- Must be able to work with people of diverse backgrounds in a team-oriented approach
- Able to prioritize and exercise a high degree of independent judgement and confidentiality

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the positions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work is typically performed in an office environment, with a moderate noise level. To perform the job, the employee is frequently required to speak on the telephone and in person with individuals and groups. This staff member must be able to remain stationary for extended periods of time at a desk, and must be able to work in small spaces and reach file drawers that are from floor level to approximately 5 feet high. This employee is required to read and respond to documents in hard copy and electronic form, and use a computer, fax, copy machine, and scanner..

HSDC is an equal opportunity employer

How to Apply

Please email cover letter and resume to mkim@hsrc.org