

**Job Title:** Clinic Administrative Assistant

**Department:** Speech & Audiology Clinics

**Reports To:** Clinic Program Manager

**FLSA Status:** Non-exempt

**Prepared Date:** February 2020

**Salary Range:** \$14-16/hour, depending on experience

**Summary:** A full-time hourly position which provides administrative support to the Speech & Audiology clinics at the Hearing, Speech & Deaf Center (HSDC). This role has high contact with a diverse client population, including clients who are Deaf, Hard of Hearing, and/or non-English speaking. The ideal candidate is an excellent communicator, able to speak clearly and concisely, and has prior experience working a busy office setting. The role is well-supported by a team environment, with opportunities for professional growth.

### **Essential Duties and Responsibilities:**

- Maintains high standards of client service and care in a busy office setting, while managing client information in accordance with HIPAA standards (training provided)
- Works within the electronic medical records system (training provided) to set up client profiles, schedule appointments, maintain incoming and outgoing office records, and document client encounters as is appropriate, among other responsibilities
- Act as a point of contact for clients receiving services at the clinics, including answering phone calls and emails in a timely manner, managing incoming and outgoing client records, and document client encounters as is appropriate, among other responsibilities
- Executing administrative tasks, including filing, shredding, and preparing materials for mailing supplies, creating files, and completing other tasks or projects as assigned
- Compiling cash log for all departments
- 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 six months customer service or administrative support experience required, one or more years preferred
- Associates Degree or higher preferred; background in 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/Skills:**

- Basic competency in American Sign Language (ASL) or strong willingness to learn (training provided)
- 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

## Job Description

**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.

**How to Apply:** Please email a cover letter, resume, and at least two professional references to Shenea Crawford, Clinic Program Manager, at [clinichiring@hsrc.org](mailto:clinichiring@hsrc.org).

*HSDC is an equal opportunity employer*