

### Clinic Administrative Assistant

**Job Title:** Clinic Administrative Assistant (CAA)  
**Salary Range:** \$19-23/hr, depending on experience  
**FLSA Status:** Non-exempt  
**Reports To:** Director of Speech & Language Services

**Department:** Administrative

**Prepared Date:** August 2020

**Summary:** The Clinic Administrative Assistant (CAA) is a full-time position providing administrative assistance in scheduling appointments, managing and organizing client medical records, handling a variety of reception tasks, and providing a high standard of client service and care while utilizing office management systems. The CAA reports to the Director of Speech & Language Services, and provides administrative support for both the Audiology and Speech & Language clinic.

The ideal candidate is fluent or conversant in American Sign Language (ASL), has proven customer service experience, and one or more years of administrative or office experience. They must be able to multi-task, work well with a diverse group of people, and handle heavy call and email volume while serving in-person clients.

**Essential Duties and Responsibilities:** This position is currently based on-site at HSDC's Seattle campus on Tuesday and Wednesday; and remotely Monday, Thursday, and Friday. This position will transition to a full-time on-site Monday-Friday if and when deemed safe and appropriate by HSDC.

#### *On-Site & Remote Clinic Support*

- Answer all Audiology and Speech Department calls, schedule client appointments, and maintain Audiologists' and SLPs' calendars
- Set up and maintain Audiology and Speech client charts, files, and records (including scanning documents to add to EMR)
- Obtain referrals sent via fax, mail, or email from primary care providers for scheduled appointments, and maintain referral history and tracking system in EMR
- Ensure intake paperwork is complete, received, and uploaded electronically prior to appointments via EMR
- Coordinate with billing department when insurance benefit checks are needed by sharing insurance information
- Check-in Audiology and Speech clients, including verifying and obtaining insurance and demographic information
- Responsible for all Audiology reminder calls, preparing files, and generating billing sheets for next-day appointments as needed
- Mail hearing aid supplies (i.e. batteries, etc.) via USPS/UPS to clients
- Process payments for clinic services/audiology supplies
- Coordinate interpreting services for clients as needed (ASL/spoken language)
- Manage the Audiology and Speech faxes, check and distribute as needed

#### *On-Site COVID-19 Related Duties*

- Ask patients COVID-19 screening questions when scheduling appointments
- Perform temperature checks on all patients and visitors prior to entry
- Collect and deliver hearing aids and accessories for patients coming for curbside appointments
- Sanitize high-touch surfaces throughout the day

#### *On-Site General Reception Support*

- First point of contact for visitors and clients to Seattle office; greet and direct people appropriately for meetings, interviews, and conferences with HSDC staff in all departments
- Responsible for reception, including answering the Center's phone calls.
- Sort and distribute mail, parcels, and faxes
- Notify HSDC staff when guests arrive

- Follow daily opening and closing procedures for the ground, first floor, and interpreter hub

#### *Additional On-Site Duties*

- Cash log for the Finance Department
- Facilitate and maintain the waiting room/lobby area and public VP room
- Post signage around HSDC to inform all visitors and clients of office closures and/or clinic updates
- Responsible for lost and found items
- Other duties as assigned

**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:

- 1 year of administrative or office experience (2 or more years preferred)
- High school diploma or equivalent required; Associate or higher preferred; with a background in business or healthcare oriented major preferred
- HIPAA training and/or experience preferred
- Excellent customer service skills; 6 months' experience in customer service required
- Ability to multi-task accurately in a fast-paced environment
- Flexible and highly organized
- Must have excellent social/interpersonal skills and be able to interact respectfully with members of diverse populations
- Ability to prioritize, and exercise a high degree of independent judgment and confidentiality
- Proficiency in Microsoft Office programs and general office equipment; ability to use TTY and [telephone and/or] videophone (or the ability to be trained in these)
- Pre-employment background check required

#### Language Skills:

- Fluent or conversant in American Sign Language
- Excellent in-person and written communication skills
- Ability to communicate clearly and effectively with interpreters (ASL and spoken language)

**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 communicate via phone/VP and in person with individuals and groups. The incumbent will carry materials (files) weighing up to 25 lbs. on occasion. The incumbent is required to read and respond to documents in hard copy and electronic form, as well as operate standard office equipment.

**How to Apply:** Please email cover letter, resume, and at least two professional references to Athina Maganzini, M.S., CCC-SLP, the Director of Speech & Language Services at [amaganzini@hcdc.org](mailto:amaganzini@hcdc.org).

*HSDC is an equal opportunity employer*