

Job Title: Clinic Scheduler	FLSA Status: Non-Exempt, Full time
Department: Clinic	Prepared Date: April 8, 2022
Reports To: Clinic Director	Salary Range (optional): \$16.95-\$22.93/hr

Job Summary

The Clinic Scheduler manages and organizes client medical records, schedules appointments, handles a variety of reception tasks, and provides a high standard of client service and care while utilizing office management systems. The Clinic Scheduler reports to the Director of Speech, Language & Communication Services, and provides administrative support for both the Audiology and Speech, Language & Communication 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. This position has no supervisory responsibilities and is located on-site at HSDC's Seattle Clinic

Essential Duties and Responsibilities:

General Reception Support – 5%

- Greet and direct visitors and clients to Seattle office appropriately for meetings, interviews, and conferences with HSDC staff in all departments
- Notify HSDC staff when guests arrive
- Follow daily opening and closing procedures for the ground, first, and second floor

Clinic Support – 90%

- Answer all Audiology and Speech Department calls, schedule client appointments, and maintain Audiologists' and Speech Language Pathologists' (SLPs)' calendars
- Set up and maintain Audiology and Speech client charts, files, and records, including scanning documents to add to the Electronic Medical Record (EMR) system
- Obtain referrals sent via fax, mail, or email from primary care providers for scheduled appointments, and maintain referral history and tracking system in EMR
- Send and receive intake paperwork and upload electronically prior to appointments via EMR
- Coordinate with clinic biller when insurance benefit checks are needed by sharing insurance information
- Check-in Audiology and Speech clients, including verifying and obtaining insurance and demographic information
- Place/send all Audiology and Speech reminder calls/emails, and prepare files as needed
- Mail clinic supplies (i.e. hearing aid batteries, etc.) via USPS/UPS to clients
- Process payments for clinic services/audiology supplies (i.e., copays, supplies, etc.)
- Coordinate interpreting services for clients as needed (ASL/spoken language)

Administrative – 5%

- Manage the Audiology and Speech faxes, check and distribute as needed
- Sort and distribute mail and parcels
- Document 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.

- 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
- 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
- This position has direct contact with Protected Health Information (PHI). The individual in this position must follow all requirements surrounding Protected Health Information (PHI) as designated by HSDC's HIPAA Privacy and Security Policy & Procedure Manuals
- The individual in this position must participate in provided HIPAA Security and Privacy trainings at hire, and completed annually
- Current First Aid and CPR certification preferred
- Ability to prioritize, and exercise a high degree of independent judgment and confidentiality
- Proficiency in Microsoft Office programs and general office equipment; telephonics (telephone and/or videophone) (or the ability to be trained in these)
- Pre-employment background check required
- ASL proficiency as defined by a minimum score of 2.0 on the ASLPI at hire, with attainment of a 2.5 within the first 12 months (training assistance available)
- Excellent in-person and written communication skills
- Ability to communicate clearly and effectively with interpreters (ASL and spoken language).

Essential Physical Skills

This position requires the ability to operate, phones, computers, and other office equipment during most of the work day; consistently communicate with clients and interpreters for the purpose of scheduling, and must be able to exchange accurate information in these situations.

Environmental Conditions

Generally, in an open office environment with occasional visits to external environments. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Out of concern for our staff and the vulnerable populations we serve, HSDC requires COVID-19 vaccination as a condition of employment. Reasonable accommodation considered for approved medical and religious exemptions.

To apply: Please email your resume/CV, cover letter, and at least 3 professional references to clinics@hcdc.org. Thank you!