

Innovative Services NW Job Description

Job Title: Clinic Support Specialist



CLASSIFICATION: 22

HOURLY/SALARY RANGE: \$18-\$22.00 Per hour

REPORTS TO: Pediatric Therapy Office Supervisor

EFFECTIVE DATE: 5/2/2022

SUMMARY

Our Clinic Support Specialist will provide administrative support to our entire organization. Responsibilities include welcoming and greeting patients and their families, providing directions and alerting staff of visitor/client arrivals, managing phone calls, checking in patients, collecting co-pays, obtaining insurance information, verifying patient demographics, assisting with some scheduling and cancelations, distributing documents. Our ideal candidate will be experienced, with excellent customer service skills. This position is highly visible, requiring discretion, good judgment, and a pleasant and professional demeanor both in person and over the phone. CSS will be expected to provide exceptional service to all staff, families, and guests by creating a warm, welcoming, efficient, and professional environment.

ESSENTIAL FUNCTIONS:

- Create and facilitate a warm, welcoming and inclusive experience by greeting, assisting, understanding and fulfilling the needs of families, visitors and colleagues
- Professionally and promptly answer and screen phones calls and redirect to proper department.
- Manage the building log of who is entering and exiting the building.
- Check-in Therapy Patients in Electronic Medical Record/Collect Co-Pays
- Accurately and confidentially manage and safeguard patient information within the offices and throughout the EMR system
- Cancel therapy appointments and interpreters when therapists are out.
- Schedule interpreters for patient appointments, and assist interpreters while they are onsite.
- Maintain outlook calendar including reserving meeting accommodations.
- Mail new patient paperwork to families
- Assist with all receptionist and general office duties as assigned.
- Maintain the reception area, keeping it clean and clutter-free.

AN EQUAL OPPORTUNITY EMPLOYER

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COMPETENCIES:

Customer and Personal Service - Knowledge of principles and processes for providing outstanding customer service. This includes customer needs assessments, meeting quality standards for service, and evaluation of customer satisfaction.

Clerical- Knowledge of administrative and clerical procedures and systems such as Data Entry, Electronic Medical Records. Faxing, scanning, filing and creating and maintaining files. Designing forms and other office procedures.

English Language- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

SUPERVISORY RESPONSIBILITY: N/A

WORK ENVIROMENT: The noise level in the work environment is usually moderate to loud, and requires the ability to focus despite the auditory distractions.

PHYSICAL DEMANDS: While performing the duties of this job the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls. Reach with hands and arms, talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, and color vision.

POSITION TYPE AND EXPECTED HOURS OF WORK: Hours of work are Monday -Friday. Operating hours are from 7am to 6pm. Currently looking for someone to cover the afternoon hours, 2pm-6:15pm

TRAVEL: N/A

REQUIRED EDUCATION, CERTIFICATION(S) AND EXPEREIENCE

- Minimum of 1-year medical front office experience required
- Minimum of 1-year customer service experience required
- Multilingual in Spanish and English is a plus
- Proficient in Microsoft Word, Excel, and Outlook
- Experience with EMR preferred
- Strong organizational skills and the ability to efficiently manage multiple projects.
- Comfortable in a busy, sometimes loud and bustling work environment.
- Exceptional communication and collaboration skills.
- Passionate about being a part of a professional team working to serve the needs of children and their families.
- First Aid CPR Certified within 60 days of employment
- Must be able to pass a criminal history check and credit history check.
- **All employees of Pediatric Therapy are required to be fully vaccinated against COVID-19**

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AAP/EEO STATEMENT:

Innovative Services NW provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.