JOB POSTING
OFFICE OF HUMAN RESOURCES
September 14, 2021

POSITION: Health Center Support Staff
DEPARTMENT: Campus Health Center
DIVISION: Academic Affairs
HOURS: Full-Time, 35 hours per week, Monday-Friday
       Hours based on health center needs & occasional weekends

General Description:

The position of Health Center Support Staff is a full-time appointment requiring a minimum of 35 hours of service per week to the College. Twenty hours are assigned to front desk duties and 15 hours are assigned to administrative support duties.

Function:

• Support the Mission of the College.
• Collaborate with the Health Center Administrators, Dean of Clinical Education, Director of Clinical Operations, health center staff, and other members of the College faculty, staff, and administration.

Specific Duties and Responsibilities Front Desk:

• Greet and sign-in patients when they arrive for their appointment. Ensure patients complete the necessary paperwork upon arrival.
• Record and track Primary Care Provider referrals as necessary. Ensure appropriate insurance paperwork is filled out and submitted as required.
• Verify patient coverage and co-payments via telephone or carrier website.
• Answer telephones, schedule patient appointments, take and relay messages as needed.
• Collect payment from patients for services provided or any supplies that are purchased.
• Enter information from the Patient Encounter Sheets into Electronic Health Records system (EHR).
• Assist with inventory management of nutritional supplements and other retail items.
• Assist with the washing and drying of health center laundry.
• Make copies and duplicate files for clerks and clinicians. Maintain an adequate supply of clinic forms.
• Promote and enforce the policies and procedures of the health center.
• When opening the health center, retrieve messages, and ensure the desk is ready to open.
• Secure all rooms in the health center at the end of the day.
• May be responsible for closing out the cash drawer at the end of the day if working nights or weekends.
• Assist in distribution of materials during orientation.
• Any other duties as assigned by the Dean of Clinical Education.

**Administrative Support:**

• Assist with health center assignment (Maxient/student folders).
• Preceptorship/remote clerkship letters and request tracking, clinical opportunities tracking, filing of all student applications in EIP.
• Assist with health clearance process tracking and filing in Maxient.
• Collate all health center evaluations, review with the Dean, distribute to health center faculty at off sites.
• Coverage at the Seneca Falls Health Center front desk, including billing and coding responsibilities.
• Vitamin inventory and ordering, year-end inventory process.
• Scan patient files.
• Assist with exam copies and organization of exams.
• Assist with attendance entry.
• Track Professional Clinical Opportunities in EIP.

**Service Role:**

• Participate in College committees as requested.

**Methods of Accountability:**

• Verbal and written communications with the Dean of Clinical Education.
• Written feedback from student clerks and other College consumers.
• Annual performance evaluation from the Dean of Clinical Education.

**Mental and Physical Requirements:**

• Effective and professional verbal and written communication skills.
• Responsible judgment.
• Professional and pleasant demeanor.
• Basic proficiency in EHR.
• Ability to manage stressful situations in a fast-paced, multi-task work environment.
• Ability to maintain high degree of confidentiality.
• Maintain a professional relationship with faculty, staff, and students.

**Education, Training, and Experience:**

• High school diploma or equivalent required, and previous experience working in a medical office recommended.
• Customer Service skills and experience preferred.
**Working Environment and Contributions:**

- Clean, ventilated, lighted, and temperature-controlled office setting.
- Safe, professionally equipped and appointed healthcare facility.
- Positive, supportive, and professional work environment.

If you are interested in applying for this position; please submit a cover letter of interest, resume and contact information for three professional references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: humanresources@nycc.edu

*Employment is subject to the favorable result of a background investigation and where applicable, confirmation of appropriate degrees and credentialing.*

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