Position: Office Campus

Assignment: Office Clerk/PediPlace Patient Services Assoc.

Wage/Hour Status: Non-Exempt

Reports to: Department Head/Principal

Pay Grade: AS221/187 days

Dept./School: Central Elementary

Date Revised: Spring 2024

Purpose:

To assist in general office management for the Campus/Department. To assist in general office management for PediPlace by performing the responsibilities to facilitate effective appointment scheduling, maximize efficient patient flow, and create a positive patient family experience for scheduling, check-in, and checkout 16/20 hours per week.

Qualifications:

Minimum Education/Certification:

- High School Diploma required.
- Minimum two years working with children
- Three years' experience in medical and / or front office environment helpful

Special Knowledge/Skills/Experience:

- Good organizational skills
- Good interpersonal skills
- Ability to work with computer and use Microsoft software.
- Associate degree or certification preferred.
- Possess good organizational skills and the ability to handle multiple situations simultaneously
- NextGen and Microsoft Office proficiency preferred
- Bilingual (English/Spanish) fluency is required
- Individual should be resourceful, detail-oriented, and flexible; possessing tact, good judgment, and the ability to work as a team member with staff, community professionals, and volunteers
- Ensure accuracy and confidentiality in all work

Major Responsibilities and Duties:

- Ability to work with the computer and use Microsoft software.
- Miscellaneous typing and correspondence for office.
- Arrange for duplication of materials needed in office.
- Maintain parent/student waiting area clean and organized.
- Greet persons coming into the office.
- Keep inventory of office supplies and place new orders when needed.
- Other duties as assigned by administrator or department head.
- Schedule's patients using PediPlace practice management system in a manner consistent with maximizing access to care and within PediPlace scheduling guidelines
- Provides quality customer experiences to patient and clinic guests in all interactions with patients, family members, and guests

- Checks-in patients obtaining necessary information; updates patient management system demographic data as required and needed.
- Accurately maintains and updates appointment schedule to reflect new appointments, cancellations, and no-shows
- Timely and accurately verifies insurance and PCP information
- Initiates calls to appropriate payer to change PCP when needed
- Scans new patient paperwork into electronic charts
- Collects proper fees
- Accounts for daily collections without error; providing the business office with proper and accurate daily documentation of fees collected and other reporting as requested
- Answers incoming calls timely, and accurately assess caller's needs for appointments, redirecting calls as appropriate
- Obtains required paperwork and schedules future appointments as needed
- Interfaces with campus personnel regarding the clinic facility and custodial needs.

Mental Demands/Physical Demands/Environmental Factors:

- Standard office equipment including personal computer and peripherals
- Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting
- Repetitive hand motions; frequent keyboarding and use of mouse; occasional reaching
- Occasional light lifting and carrying (less than 15 pounds)
- May work prolonged or irregular hours
- Work with frequent interruptions; maintain emotional control under stress

OTHER: All employees are to follow district safety protocols and emergency procedures.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required. This position is an in-person job and is to be performed at the location specified. It does not qualify for remote work or work from home status.

_____   _____

Signature   Date

_____

Print Name