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**JOB POSTING
OFFICE OF HUMAN RESOURCES
September 13, 2022**

POSITION: Office Assistant

DEPARTMENT: Seneca Falls Health Center

DIVISION: Academic Affairs

HOURS: Full-Time, Monday- Friday, hours based on health center hours of operations, some evening and occasional weekend hours

General Description: The position of Health Center Office Assistant is a full-time appointment requiring a minimum of 35 hours of service per week to the College.

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:

- 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, Billing Manager, or Office Manager.

Service Role:

- Participate in College committees as requested.

Methods of Accountability:

- Verbal and written communications with the Health Center Administrator.
- Compliance with OIG and HIPAA protocols.
- Written feedback from student clerks and other College consumers.
- Annual performance evaluation from the Health Center Administrator.

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.

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@northeastcollege.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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