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JOB POSTING
OFFICE OF HUMAN RESOURCES
April 13, 2026

POSITION: Patient Services Clerk

DEPARTMENT: Health Centers

LOCATION: Depew Health Center

STATUS: Full-Time (35 hours a week), Non- Exempt, Monday through Friday hours based on health center hours or operations, some evenings, occasional weekends.

Hourly Pay: \$17.50 to \$18.50 per hour

General Description:

The position of Patient Services Clerk 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 , Dean of Clinical Education, Assistant Dean of Clinical Education, Director of Clinical Operations, Billing Manager, 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 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.
- Have an understanding of medical insurance, CPT, and ICD-10 coding, verifying insurance benefits
- Actively supports physicians and students as an enthusiastic participant in departmental meetings and actively identify ways to improve processes and service to patients
- Perform all duties within HIPAA regulations
- Assist with the hardship Account program for patients – execute proper paperwork and maintain timely documentation per episode of care. Communicate with clinicians and patients regarding status.
- Assist with annual execution of the Patient Financial Policy with patients in conjunction with staff
- Identify any issues related to OIG requirements and follow reporting as required.
- Optimize provider schedules and patient satisfaction with efficient scheduling.
- 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 Director of Clinical Operations and the Billing Manager.
- Compliance with OIG and HIPAA protocols.
- Written feedback from student clerks and other College consumers.
- Annual performance evaluation from the Director of Clinical Operations.

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.

Northeast College of Health Sciences is committed to creating a culture of diversity, equity, inclusion, and belonging with our college campus community. In support of our institutional values, we acknowledge each person's unique experience, perspective, and ability as contributions that both enrich our community and enhance the professions and people we serve. As such, the College is dedicated to providing equitable opportunities to all future and current employees, including those belonging to groups that have been historically underrepresented in higher education.

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.*

Northeast College of Health Sciences is an Equal Opportunity employer and does not discriminate against students or employees on the basis of age, race, color, creed, gender, sexual orientation, or handicapping conditions (or any other protected status) in its educational programs, financial aid, activities, admissions and employment practices.