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**JOB POSTING
OFFICE OF HUMAN RESOURCES
May 7, 2026**

POSITION: Senior Patient Services Clerk

DEPARTMENT: Health Centers

LOCATION: Seneca Falls

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

Hourly Pay: \$20 per hour

BENEFITS:

- Medical Dental Vision Health Savings Account Flexible Spending Account
- College Paid Life, AD&D, LTD insurance Generous PTO 12 Paid Holidays
- TIAA Retirement with 8% college contribution after one year of employment
- Free EAP Counseling Services Free Chiropractic Care

General Description:

The position of Senior Patient Services Clerk is a full-time appointment requiring a minimum of 35 hours of service per week.

Function:

- Reports to the Director of Clinical Operations.
- Support the Mission and Vision of the College.
- Collaborate with the Dean of Clinical Education, Assistant Dean of Clinical Education, Billing Manager, Assistant Billing Manager, health center staff, and other members of the College faculty, staff, and administration.

Specific Duties and Responsibilities:

- Knowledgeable of all aspects of the patient service clerk duties. Assist with operational oversight and provide coverage as needed. These duties include, but are not limited to:
 - Proficiency with Electronic Health Record (EHR), organization and maintenance of patient files, reports, and data tracking.
 - Load new patient information into software; verify insurances and demographics on subsequent visits.

- Have an understanding of medical insurance, CPT, and ICD-10 coding, insurance verification of benefits, and college fee schedules.
- Verify patient coverage and co-payments via telephone and carrier website.
- Greet and sign-in patients when they arrive for their appointment. Ensure patients complete the necessary paperwork upon arrival.
- Record and track referrals and prior authorization requests as necessary. Ensure appropriate insurance paperwork is filled out and submitted as required.
- Assist with annual execution of the Patient Financial Policy with patients.
- Answer telephones, schedule patient appointments, take and relay messages as needed.
- Collect payment from patients for services provided or any supplies that are purchased.
- Develop and distribute reports from EHR system.
- Work with Dean to identify and generate data reports (diagnosis reports, CPT reports, etc.)
- Actively supports clinicians, staff and students as a participant in departmental meetings and assists in identifying ways to improve processes and services to patients.
- Perform all duties within HIPAA regulations.
- Communicate with clinicians and patients regarding patient billing status.
- Identify any issues related to OIG requirements and HIPAA compliance and follow reporting procedures as required.
- Optimize provider schedules and patient satisfaction with efficient scheduling.
- 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.
- Work directly with Director of Clinical Operation on the development of front desk coverage schedule for patient service clerks.
- Supervises work study students and senior clerk desk duty.
- Facilitate in-coming student clerk materials (name tags, clinic education folders).
- Maintain student information and records.
- Ensure clinic files are maintained and disposed of based on college records retention.
- Maintain adequate supply of all Health Center forms.
- Oversee end of day reconciliation. Close out the cash drawer at the end of each day the Health Center is open.
- Work with Billing Manager/Assistant Billing Manager with completion of the weekly deposit paperwork and process deposit with the finance department.
- Oversee the sale of all Health Center supplies and products: maintain supplement inventory, pricing lists, ordering, and annual inventory reconciliation with the Director of Clinical Operations.
- Compliance with the process of equitable patient distribution and tracking.
- Coordinate with director of the Master of Science in Diagnostic Imaging program on the schedule for health center patient x-ray services.
- Oversee data entry of all students' quantitative credits and attendance, shadowing forms, and student request for time off forms. Work directly with Deans to facilitate approvals.
- Work collaboratively with the Deans on the clinician, student schedules and coordination of health clearance policy.
- Provide clerical support for health center billing processes.
- Other duties as assigned.

Service Role:

- Participate in College committees as requested.

Methods of Accountability:

- Verbal and written communications with the Dean of Clinical Education, Assistant Dean of Clinical Education, and 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:

- Associate's degree or higher required.
- 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.

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

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

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