POSITION SUMMARY

The Front Office Assistant supports medical and mental health/counseling services by managing appointments, answering and screening heavy phone lines, and ensuring patients receive kind and considerate care the moment they enter the Wellness Center.

The position performs complex administrative duties and office functions, and assists the Emmons Wellness Center leadership team with various tasks. The person in this position understands and maintains a confidential clinical environment in compliance with HIPPA privacy policies and laws.

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

Responsibilities include but are not limited to:

- Assist students with basic insurance protocols.
- Schedule medical and counseling appointments. Input data on client appointments, clinician schedules, and coding updates in a timely, accurate, and consistent fashion, utilizing an electronic scheduling and health records system.
- Screen incoming phone calls on multiple lines.
- Greet incoming patients, and electronically perform the following duties: check them in, notify providers and discharge.
- Provide clerical support to office personnel, as needed.
- Perform non-medical functions in event of clinic or campus emergency.
- Additional duties as assigned by the Interim Director, Director of Counseling, Office Manager and/or Dean of Students office.

This position reports to the Interim Director of Student Health Services.

QUALIFICATIONS

EDUCATION AND/OR TRAINING:
- High school diploma or equivalent.
- Two or more years of postsecondary education preferred.
- Medical assistant training and/or experience in a medical or mental health office desired.
- Must have strong communication and customer service skills, and a positive work history.
- Must know basic medical terminology.
- Must be proficient with MS Office, including Word, Excel, Outlook, and PowerPoint.

EXPERIENCE:
- Prior experience in a medical or counseling office, preferred.
- Clerical experience for a very busy front office with multiple supervisors and knowledge of insurance billing and verifications preferred.
- Coding and medical billing experience a plus.
APPLICATION INSTRUCTIONS

APPLICATION PROCEDURES:

Please submit a resume and cover letter explaining how your qualifications meet the requirements of the position to resumes@oxy.edu.

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.