MANAGER OF CLINICAL OPERATIONS
Emmons Wellness Center

POSITION SUMMARY

The Manager of Clinical Operations supports medical and mental health/counseling services by managing appointments and health records through the electronic health records system, verifying insurance and communicating cost of care, and ensuring patients receive kind and considerate care the moment they enter the Wellness Center.

The position independently runs the medical/counseling front office, performs complex administrative duties and office functions, and assists the Assistant Dean of Emmons 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:

- Serve as the office manager.
- Manage the creation, distribution, and retrieval of medical records for all Emmons Student Wellness Center functions.
- Verify health insurance coverage and assist in medical billing to student accounts.
- 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.
- Order office supplies, as authorized by Senior Director.
- Responsible for updating and managing the Department website and social media.
- Correspond with other departments regarding facilities management, service requests, and special initiatives as ordered by Sr. Director.
- Provide clerical support to Sr. Director, Counseling Coordinator, and all Wellness center clinicians as needed.
- Assist in compiling statistics and clinic operations summaries. Help generate reports as needed.
- Perform non-medical functions in event of clinic or campus emergency.
- Additional duties as assigned by Sr. Director or Dean of Students office.
- This is a full-time, 12-month position.

This position reports to the Assistant Dean of Emmons Wellness Center.
QUALIFICATIONS

EDUCATION AND/OR TRAINING:
Minimum
• High school diploma or equivalent.
• Proficient in MS Office, including Word, Excel, Outlook, and Powerpoint.

Preferred
• Two or more years of postsecondary education.
• Medical assistant training and/or experience in a medical/mental health office.
• Strong communication and customer service skills
• Knowledge of basic medical terminology

EXPERIENCE:
Minimum
• Prior experience in a medical or counseling office utilizing electronic medical records.

Preferred
• Clerical experience of for a busy front office with multiple supervisors
• Knowledge of insurance billing and verifications.
• Coding and medical billing experience is a plus.

APPLICATION INSTRUCTIONS

APPLICATION PROCEDURES:
• To apply please send resume, cover letter and references to deanofstudents@oxy.edu and resumes@oxy.edu.
• You must submit all three items to be considered for the position.
• Position open until filled

Additional Information:

Occidental is an Equal Opportunity Employer and does not unlawfully discriminate against employees or applicants on the basis of race, color, religion, sex, sexual orientation, gender identity, gender expression, pregnancy, breastfeeding or related medical condition, national origin, ancestry, citizenship, age, marital status, physical disability, mental disability, medical condition, genetic characteristic or information, military and veteran status, or any other characteristic protected by state or federal law. Occidental is strongly committed to increasing the diversity of the campus community and the curriculum, and to fostering an inclusive, equitable, and just environment within which students, staff, administrators, and faculty thrive. Candidates who can contribute to this goal through their work are encouraged to identify their strengths and experiences in this area. Individuals advancing the College’s strategic equity and justice goals and those from groups that are underrepresented in the field are particularly encouraged to apply.

Salary is commensurate with experience and qualifications. A comprehensive benefits package is available that includes: excellent health, dental, life, and retirement benefits; tuition benefits for the employee, spouse, domestic partner, and dependents; additional extras including use of gym facilities and the College Library. For a detailed description of benefits, please visit https://www.oxy.edu/offices-services/humanresources/benefits-information.

All qualified applicants will be considered for employment, 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.

Occidental College is committed to working with and providing reasonable accommodations to applicants with qualifying disabilities. If you need a reasonable accommodation because of a disability for any part of the application or employment process, please contact Human Resources (hr@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.