



## Job Announcement: Client Service Specialist

*Columbus Speech & Hearing Center's Careers for People with Disabilities has an immediate opening for a part-time Client Service Specialist.*

### **Function of the position:**

*This part-time position provides patient reception, scheduling and office support services in a large, well-established audiology and hearing service practice serving pediatrics and adults. The primary responsibility of this position is to manage incoming audiology patients, communicate and work directly with patients to maintain patient service records following all departmental procedures. Our practice uses an electronic medical records system to prepare for patient arrival, check-in, record maintenance and scanning records into patient files. This position also provides general clerical and administrative support for the department as well as appointment scheduling.*

### **General Responsibilities:**

- Prepare records and greet patients on arrival, check-in, record maintenance, and accurate scanning of records into the patient's file.
- Communicate and work directly with patients and maintain patient service records following all departmental procedures.
- Accurately schedule and manage audiology appointments.
- Provide clerical and administrative support for the department and backup coverage for patient reception, as needed.
- Assist in other office duties as assigned by the Director of Audiology & Hearing Aid Services.

### **Qualifications:**

- High school diploma
- Excellent computer skills including accurate word processing and data entry skills: 1 year
- Ability to problem solve and provide excellent customer service: 1 year
- Favorable scheduling experience in health practice: 1 year
- Customer Service: 3 years
- Ability to multi-task while maintaining attention to detail

*The information in this posting is a summary designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this position.*

Interested candidates must submit resume to:

**Columbus Speech & Hearing Center**  
**Karen Mitchell, Vice President & Director of Audiology & Hearing Aid Services**  
**510 E. North Broadway**  
**Columbus, OH 43214-4114**  
**kmitchell@columbusspeech.org**

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