



Job Announcement: Client Service and Scheduling Specialist

The Columbus Speech & Hearing Center has an immediate opening for a full-time Client Services & Scheduling Specialist. This is a 40 hour, Monday through Friday position.

General Responsibilities:

- Accurately schedule and manage speech or audiology appointments.
- Use the scheduling software for preparation of patient 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.
- Check benefits and communicate coverage to clients.
- Obtain authorizations, pre-authorizations, and re-authorizations in a timely manner.
- Make payment arrangements as needed.
- Complete patient check-ins and answer phones.
- 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 Clinical Services.

Qualifications:

- Dependable and flexible
- High school diploma
- Excellent computer skills including accurate word processing and data entry skills
- Ability to problem solve and provide excellent customer service: 1 year
- Excellent Customer Service skills: 3 years
- Ability to work in a busy office, both independently and as a part of a team.
- Ability to multi-task while maintaining attention to detail: 1 year
- Ability to maintain confidentiality as required by HIPAA regulations and Center policies
- Experience working with commercial insurances, Medicaid and managed care insurances is a plus.

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

Send resume and salary requirements Attn: Julia Felts, Program Manager
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The Columbus Speech & Hearing Center is an Equal Opportunity Employer.

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