



# JOB OPENING: Client Services & Scheduling Specialist

*Are you a positive and creative problem solver? Are you looking for an opportunity to learn and work hard on the job? Do you enjoy a collaborative, forward-thinking work environment? We want you on our team! 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 Business Office Manager.

## **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
- Excellent Customer Service skills
- 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
- 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.*