Position Title: **Clinic Operations Support**

Department: Academic Affairs

Reports to: Dean of Clinics

Classification/ FLSA Status: Level III (Part-time / Non-Exempt)

Primary Function: The part-time Clinic Operations Support provides front-line operational and communication support to ensure efficient patient flow, professional clinic operations, and effective coordination between interns, faculty, and patients during peak clinic hours. Clinic Operations Support may also be require to participate in the clinic outreach programs as assigned by the dean of clinics.

Key Responsibilities:

1. Provide quality reception services to patients.
2. Provide communication/reception support services to interns and chiropractic center employees.
3. Serve as the first point of contact for all incoming calls
4. Assist interns with scheduling patient visits, examinations and x-rays
5. Maintain an accurate chiropractic center schedule of appointments.
6. Monitor messages and return calls to interns and/or patients.
7. Monitor the efficient and effective flow of patient services in chiropractic center spaces.
8. Report instances of outstanding professionalism or cases of unprofessional behavior to the dean of clinics (Professional Conduct Report).
9. Ensure efficient opening and closing chiropractic center activities.
10. Straighten and organize all areas of the chiropractic center on a daily basis prior to opening.

11. Maintain accurate records of all financial transactions, telephone messages, appointments and IOC schedule, etc.

12. Provide on-site operations support for community & sports outreach programs.

13. Practice and demonstrate caring, compassionate and ethical behavior toward patients, student and employees.

14. Assist with inventory and ordering chiropractic center patient care and reception supplies.

15. Ensure exam rooms are clean and stocked with necessary supplies.

16. Assist with decorating the chiropractic center for holidays and special events.

17. Water and care for the plants in the chiropractic center.

18. Assist with laundry upkeep.

19. Assist with maintaining the patient gown supply.

20. Provide periodic self-evaluations and goal development.

21. Assist in the administration of the clinical entrance exam and the clinical proficiency exam.

22. Lend enthusiastic support to college policies and to fellow co-workers, particularly in the presence of students and visitors

23. Participate in the annual Lyceum program

24. Commitment to the mission of Sherman College

25. Assume any other duties as assigned by the coordinator for patient and intern services or the dean of clinics.

Basic Knowledge and Skills:

1. A high school diploma, experience with customer service and/or patient reception.

2. A desire to work in a service-oriented environment.

3. Professional and courteous interpersonal and telephone skills.

4. Ability to perform multiple tasks while maintaining a pleasant work environment.

5. Reliable Transportation

6. Ability to be assertive and enforce chiropractic center policies and procedures

7. Organizational skills

8. Computer: MS Office

Preferred Knowledge and Skills:

1. An understanding and support of the philosophy of chiropractic.
2. Bilingual in Spanish and English.

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to sit; use hands to finger, handle or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus.

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

Signature: _____ Date: _____