

Neighborhood Clinic
info@neighborhoodclinetacoma.org
Position Description
OFFICE COORDINATOR

OVERVIEW

The Office Coordinator provides administrative support for the clinic. The Office Coordinator is responsible for typical medical clinic front desk duties during and outside of clinic hours as well as general office tasks and electronic document creation and maintenance.

DUTIES AND RESPONSIBILITIES

Medical/Dental Clinic

- Maintain medical and dental record charts, including creating charts for new patients, and pulling and re-filing charts
- Check in medical and dental patients
- Assist in finding last-minute volunteer coverage as directed by Clinic Coordinator or designee
- Maintain dental van waiting list
- Schedule returning and new patients for dental services
- Maintain on-call interpreter resource list and instructions; assist in obtaining interpreter services as needed

General Office

- Answer phones
- Monitor general information email account
- Respond to questions regarding services and/or refer to appropriate Neighborhood Clinic staffer or volunteer
- Refer callers/email inquiries to appropriate community resources if their inquiry is not about a service provided by Neighborhood Clinic
- Ensure correct outgoing voicemail is set (change for holidays, etc)
- Transcribe voicemail messages and return calls or disseminate messages as needed
- Check faxes and distribute and/or take appropriate action
- Pick up mail from designated campus locations
- Take outgoing mail to post office or mailbox
- Function as resident fax/scan/copy/print guru: Troubleshoot, replace toner or inkjet cartridges, ensure all printers/faxes/copiers paper trays are full
- Maintain inventory of fax/scan/copy/print supplies and ensure backups are on hand
- Maintain inventory of office supplies and ensure new supplies are ordered in a timely manner
- Maintain organized hard copies of clinic forms as well as organized electronic copies in Drive
- Data entry in donor/contact relationship system
- Create, collaborate and/or maintain spreadsheets and documents

- Maintain patient handouts: ensure current versions available and older versions removed from waiting room/files; check website for updated information and notify ED when wrong/outdated information is posted
- Work closely with Volunteer Coordinator to maintain volunteer files
- Other duties as assigned

SUPERVISION

The Office Coordinator reports to the Executive Director. During clinic hours, the acting Clinic Coordinator shall be the designated supervisor.

HOURS AND SCHEDULE

22 hours per week as follows:

Mondays and Thursdays: 12:00pm-8:30pm
 Tuesdays and Fridays: 12:00pm-3:00pm
 Wednesdays: Off

Some flexibility in the described schedule is available if Executive Director and employee agree in advance.

COMPENSATION AND BENEFITS

Hourly rate: \$15.50 starting rate with consideration for increase after first six months.

Paid Sick/Emergency Leave: Accrues at 1 hour per 40 hours worked or 24 hours paid sick leave in one calendar year, whichever is greater.

Holidays: Eligible for 4 hours holiday pay if clinic is closed to observe that holiday.

PREFERRED QUALIFICATIONS

- Familiarity with Google Apps (Gmail, Docs, Sheets)
- Office and/or health care setting experience
- Bilingual Spanish-English

APPLICATION INSTRUCTIONS

Interested parties should submit a resume via email to info@neighborhoodclinetacoma.org with the words OFFICE COORDINATOR in the subject line. Application deadline is 5pm on Friday, October 16th 2015.