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JOB POSTING
OFFICE OF HUMAN RESOURCES
December 17, 2015

POSITION: Health Center Office Assistant (part-time)

DEPARTMENT: Rochester Health Center (RHC)/ Monroe Community Hospital (MCH)

DIVISION: Academic Affairs

HOURS: Part-Time, 16 hours per week
Mon-12-5 (RHC), Wed-11-4 (MCH), Fri-9-3 (MCH)

General Description:
The position of Health Center Office Assistant is a part-time appointment. Routine hours are scheduled but at times additional hours for coverage may be requested based on the needs of the Health Center at the discretion of the Chief of Staff/Health Center Administrator.

Function:
• Support the Mission of the College and the Health Centers.
• Collaborate with the Health Center Chiefs of Staff and Administrators, Executive Director of the Health Centers, Health Center staff, and other members of the College faculty, staff, and administration.

Specific Duties and Responsibilities:
• Greet and sign-in patients when they arrive for their appointment. Ensure patients complete the necessary paperwork upon arrival.
• Answer telephones, schedule patient appointments, take and relay messages as needed.
• Collect payment from patients for services provided or any supplies that are purchased.
• Enters information from the Patient Encounter Sheets into Electronic Health Records system (EHR).
• Pull and re-file folders each day as needed.
• Responsible to assist with the washing and drying of Health Center laundry.
• Make copies and duplicate files for interns and clinicians. Maintain an adequate supply of clinic forms.
• Support approved business protocols for the Health Centers and affiliated programs.
• Promote and enforce the policies and procedures of the Health Center.
• When opening the Health Center, retrieve messages, and ensure the desk is ready to open.
• Secure all rooms in the Health Center at the end of the day.
• May be responsible for closing out the cash drawer at the end of the day if working nights or weekends.
• Assist in distribution of materials during orientation.
• Any other duties as assigned by the Office Manager/Coordinator or Health Center Chief of Staff/Health Center Administrator.

Service Role:
• Participate in College committees.
Maintain a professional relationship with faculty, staff, and students.

**Methods of Accountability:**

- Verbal and written communications with the Health Center Chief of Staff/Administrator and Office Manager/Coordinator.
- Compliance with the College’s business protocols.
- Written feedback from student interns and other College consumers.
- Annual performance evaluation from the Health Center Chief of Staff/Administrator

**Mental and Physical Requirements:**

- Effective and professional verbal and written communication skills.
- Responsible judgment.
- Professional and pleasant demeanor.
- Basic proficiency in EHR.
- Ability to manage stressful situations in a fast-paced, multi-task work environment.
- Ability to maintain high degree of confidentiality.

**Education, Training, and Experience:**

- High school diploma or equivalent required, and previous experience working in a medical office recommended.
- Customer Service skills and experience preferred

**Working Environment and Contributions:**

- Clean, ventilated, lighted, and temperature controlled office setting.
- Safe, professionally equipped and appointed healthcare facility.
- Positive, supportive, and professional work environment.

**Equipment and Tools:**

- General office furnishings and equipment.
- Telecommunications equipment.
- PC hardware and software with Internet access.
- Reference materials.

If you are interested in applying for this position; please submit a cover letter, resume and contact information for three professional references to: the Office of Human Resources, 2360 State Route 89, Seneca Falls, NY 13148, or e-mail your response to: sbowman@nycc.edu

*Employment is subject to the favorable result of a background investigation and where applicable, confirmation of appropriate degrees and credentialing.

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