

Job Code:..... 101446
Position #: (PSA)... (E)
Developed by:..... DR
Reviewed by:.. .. DLJ
Approved by:.....LK
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**UNIVERSITY OF RHODE
ISLAND Position
Description**

TITLE: Coordinator, URI Speech and Hearing Center
DIVISION: Academic Affairs (CHS: Communicative Disorders)
REPORTS TO: Director, URI Speech & Hearing Center; Audiology Clinic
Coordinator
GRADE: 7
SUPERVISES: Student assistants

BASIC FUNCTION:

Provide departmental support to the Speech and Hearing Center Director and Audiology Clinic Coordinator including confidential, organizational, and administrative duties of a complex and responsible nature.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Assist the Speech and Hearing Center Director and Audiology Clinic Coordinator in carrying out departmental responsibilities; research and troubleshoot issues needing resolution.

Determine patient health insurance and Medicare benefits and provide pertinent information to patients. Assist in managing medical billing.

Assist in the management of hearing aids under the direction of the Audiology Clinic Coordinator.

Maintain patient records and office files in an electronic medical report system.

Maintain compliance with credentialing of clinical providers consistent with accrediting/regulatory standards.

Maintain up-to-date announcements and key messaging pertinent to client care on the URI Speech & Hearing Center webpage; support marketing, social media and outreach efforts as necessary.

Deal directly with the public, students, faculty, staff, and officials (both within and outside the University) on behalf of the Director of the Speech & Hearing Center and the Coordinator of the Audiology Clinic.

Develop and facilitate in-service training for student assistants.

Interview and recommend for appointment student help within the office. Train, schedule, and assign workloads to student help.

Provide confidential, day-to-day, operational support services. Duties include: scheduling patient appointments, providing patient check-in and check-out, accepting payments through Cash-Net, answering phones, greeting patients, and, disseminating information to a diverse community. Exhibit a high degree of tact and sensitivity to clinic patients and their families.

Draft documents and correspondence for the Speech and Hearing Center Director and Audiology Clinic Coordinator.

Assist in the development of customer service surveys and analyze results for accreditation report.

OTHER DUTIES AND RESPONSIBILITIES:

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; Microsoft Office (i.e., Word, Excel, PowerPoint); database management and scheduling software; Electronic Medical Record (EMR); Survey Monkey; fax, scanner and copying machines; calculator.

ENVIRONMENTAL CONDITIONS:

The incumbent is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

REQUIRED: Bachelor's degree; Minimum of two years of administrative experience in a healthcare setting; Demonstrated knowledge of health insurance and Medicare regulations; Demonstrated knowledge of medical terminology; Demonstrated ability to handle sensitive patient information in a confidential manner; Demonstrated time management skills; Demonstrated organizational skills in a multiple-priority environment; Demonstrated experience with Microsoft Office (i.e. Word, Excel, PowerPoint) and Electronic Medical Record (EMR); Demonstrated strong interpersonal and verbal communication skills; Demonstrated proficiency in written communication skills; Demonstrated ability to coordinate complex management tasks; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Demonstrated experience working with the fields of speech-language pathology and audiology; and, Demonstrated Web page maintenance and graphic arts.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.