



Job Code: 7032

Grade: 11

HCWR: N

Job Title

Clerk V, Bilingual

Department

Rehabilitation Services

Job Summary

Under general supervision, performs a variety of clerical functions requiring discretion and independent judgment. These include patient registration, scheduling, and filing. Answers all calls and directs them to appropriate department. Contacts patients for follow up as needed. May act as lead worker, all duties are performed in a highly confidential manner.

Typical Duties

- Provides customer service to the patients, family, and significant other
- Verifies patient information and registers patient in Electronic Medical Records (EMR)
- Schedules patient appointment in EMR
- Assists patient with using patient portal
- Distributes information to patients as directed by clinical providers
- Assists patients with transportation needs and makes follow-up call, as needed
- Participates in health center or departmental meetings
- Copies and/or scans documents, as needed
- Answers calls and routes them appropriately
- Sorts and distributes mail
- Prints and distributes depart/discharge documents
- Performs other duties as assigned

Minimum Qualifications

- High school diploma or G.E.D. certificate
- One (1) year of clerical experience within a healthcare or customer service setting
- Ability to type at a rate of 25 words per minute
- Bilingual

Preferred Qualifications

- Knowledge of patient registration database system
- Hospital registration experience

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of clerical and standard office practices and procedures
- Skilled in the use of standard office equipment
- Demonstrate good phone and email etiquette skills with strong response times
- Excellent verbal and written communication skills to work with all levels of individuals internally and externally
- Demonstrate the ability to use word processing and database software
- Ability to communicate with a diverse environment and communicate with tact and courtesy



Knowledge, Skills, Abilities and Other Characteristics

- Ability to understand and follow oral and written instructions
- Ability to multi-task and prioritize assignments
- Ability to lift ten (10) pounds
- Ability to sit, stand and bend for periods of time
- Ability to travel, as required
- Ability to work flexible hours

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.