



University System of Maryland Job Class Specification

TITLE: CLINIC COORDINATOR
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: 21-1093

JOB CODE: N09CLU
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: MED

APPROVED BY: Chancellor's Designee:

EFFECTIVE DATE: 10/04/2007

James Sansbury, Associate VC Financial Affairs/Human Resources

JOB SUMMARY

Under general supervision, coordinates the operations of a clinic providing medical or research services.

PRIMARY DUTIES

1. Participates in the identification of issues and problems regarding clinic policies and procedures. Assists in the development and implementation of solutions.
2. Responds to inquiries, orally or in writing, about clinic services and research protocols.
3. May supervise staff, as well as orient staff including allied health students and medical residents on clinic operations. Coordinates rotations and daily work assignments.
4. Coordinates scheduling of appointments for consultation, treatment, evaluation, testing, laboratory, or counseling services.
5. Processes billing and insurance charges including health insurance verification and third party reimbursement. Assists in resolving billing and insurance problems.
6. Handles accounts receivables, monitors delinquent accounts, and refers these for collection.
7. Elicits client's financial history to determine eligibility for reduced fees, special payment plans, or financial assistance.
8. Maintains client, clinic, or research database. Generates statistical reports on a variety of clinic-related activities.
9. Assists in developing brochures, handouts, and other educational or informational materials.

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10. Requisitions and maintains inventory of supplies. Coordinates facility maintenance and equipment repair.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Five years performing a full range of clerical support services to include one year coordination work and one year in a medical setting. Comprehensive knowledge of the theory, principles, techniques and practices of the specialty are required.

OTHER: Certifications and/or licensure may be required based on the specialty.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Thorough knowledge of basic medical terminology and related clinical practices and protocols. Ability to perform basic mathematical computations. Ability to establish and maintain effective working relationships with faculty, students, staff, and clients. Ability to communicate effectively orally and in writing. Ability to use computers and other standard office equipment. General knowledge of and ability to comply with confidentiality of records and communications regarding patients/clients. Ability to prepare reports and maintain records.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT

Employees in this job class must be CPR certified within the first twelve months of employment. Candidates selected for employment may be subjected to medical inquiries and/or medical examinations to determine ability to perform the job. Overtime, weekend, on-call and shift work may be required in some positions.