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<tr>
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<th>Student Health Services</th>
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### Job Level
- **Entry**
- **Intermediate**
- **Experienced**
- **Advanced**
- **Expert**

### Job Title
- **Clinic Ops SHS Administrator 4**
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### Job Code
- 009372
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- 009372

### Tracking Code
- A0324
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- A0324

### Per. Program
- PSS
- PSS
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- PSS
- PSS

### FLSA
- Non-Exempt
- Non-Exempt
- Exempt
- Exempt
- Exempt

### Generic Scope
- Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.

- Professional who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.

- Experienced professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.

- Technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.

- Recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.

### Custom Scope
- Uses skills as an advanced clinic operations professional to assist in planning operational policies and patient flow system needs. Exercises judgment in selecting methods, techniques, and evaluation for obtaining results. May supervise clinic assistant staff that provides reception and medical assistant support functions (typically less than 2.0 FTE). Functions as a resource for complex issues concerning patient care support services.

### Key Resp 01
- Assists in organizing services to ensure patient satisfaction and compliance with care delivery protocols.

### Key Resp 02
- Assists in the development and implementation of policies and procedures that support the operations.
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### Key Resp 03
Assists in the review of clinic administrative systems, practices and procedures periodically, and makes recommendations to assure continued compliance with current campus administrative policies and external regulations.

### Key Resp 04
Ensures that public information describing the clinical services provided is accurate and fully descriptive.

### Key Resp 05
Educates patients on clinical examination procedures, pre and post-testing, and pre and post care per the referring physicians and/or other health care providers.

### Key Resp 06
May act as a clinical care resource in area of specialty (limited to incumbents with current and valid clinical qualifications).

### Key Resp 07
Oversees processes pertaining to patient scheduling, insurance verifications, medical records, and patient reception and flow.

### Key Resp 08
Resolves escalated clinical support service issues and concerns raised by patients and their families and/or members of the patient care team (physicians, nurses, front and back office staff).

### Key Resp 09
May ensure staffing is efficiently coordinated across multiple clinics.

### Key Resp 10
Interprets the clinic’s policies to employees, patients, family members, external agencies, etcetera, as necessary.

### Key Resp 11
Contributes to creating a warm, calm and professional environment which is conducive to quality patient care.
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<tr>
<td>Key Resp 12</td>
<td>Ensures aseptic techniques are followed in the sterilization of equipment and facilities as well as processes involving patient pre- and post-care.</td>
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<tr>
<td>Key Resp 13</td>
<td>Resolves escalated payment issues and communications between referring physicians and third party providers regarding payments and processes.</td>
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<tr>
<td>Key Resp 14</td>
<td>Ensures proper levels of supplies, including medical, lab gasses and pharmaceuticals.</td>
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<tr>
<td>Key Resp 15</td>
<td>May supervise clinic assistant staff.</td>
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**Education**  
1. Bachelor's degree in related area and/or equivalent experience/training.

**License**  
1.
2.
3.
4.

**Cert**  
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**Spec Cond**  
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**KSA**  
01. Knowledge of clinical principles within the assigned discipline.
02. Advanced knowledge associated with administrative processes to recommend and implement efficient outpatient clinical support services.
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<td>Knowledge of insurance billing and collections and claims related processes.</td>
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<td>KSA 04</td>
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<td>Advanced communication and interpersonal skills to develop and maintain effective relationships with medical and administrative staff, students, patients and the public.</td>
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<td>KSA 05</td>
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<td>Solid knowledge of medical records systems.</td>
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<td>KSA 06</td>
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<td>Ability to educate patients on complex procedures in a clear, accurate and concise manner.</td>
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<td>KSA 07</td>
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<td>Knowledge of federal and local regulations pertinent to health care clinic operations.</td>
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<td>KSA 08</td>
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<td>KSA 09</td>
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<td>Health Care &gt; Health Care Clinic Operations &gt; Supervisory and Management</td>
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<td>Health Care &gt; Health Care Administration &gt; Supervisory and Management</td>
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<td>Career Path 3</td>
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<td>Health Care &gt; Clinical Nursing &gt; Supervisory and Management</td>
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<td>Career Path 4</td>
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