

Clinical Assistant

Competitive Salary DOQ + [Full-Time County Benefits](#)

Olde Towne Medical and Dental Center seeks an individual to perform responsible work providing customer support including carrying out varied and complex procedural support within the context of a primary care center.

Responsibilities:

- Greet patients and visitors and direct them to appropriate services; answer telephone and email inquiries; take messages as necessary and answers questions within context of policies and procedures.
- Check patients in and out via computer; obtain and data enter pertinent patient information; maintain income eligibility and collect fees.
- Schedule appointments for medical services and patient referrals; maintain provider and office schedule as necessary.
- Prepare charts and maintain clerical documentation; maintain filing system; duplicate documents to be transferred with patients.
- Provide instruction and guidance to new volunteers and employees as needed.

Requirements:

- Any combination of education and experience equivalent to a high school diploma; and some general clerical experience preferably in a medical setting.
- Cardiopulmonary resuscitation (CPR) certification from the American Red Cross preferred.
- Considerable knowledge of standard office practices and procedures, equipment, and administrative support techniques in a medical setting; medical terminology and telephone triage; grammar, punctuation, spelling, and arithmetic; knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Skill in use of computer software, especially Microsoft Office Suite.
- Ability to learn and use electronic medical record system for patient data entry and management; work independently; establish and maintain effective working relationships with doctors, nurses, coworkers, volunteers, and the public; work under pressure in a fast paced clinic setting; work and communicate effectively with persons of multicultural and socioeconomic backgrounds.

Accepting applications until 11:59pm EST on 10/19/2019 or when filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>