

Clinic Secretary

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

Olde Towne Medical and Dental Center (OTMDC) is seeking individual to perform responsible administrative work for the Clinical Director, Medical Director and Medical providers. Assists patients and clinical staff providing customer support in a medical center, including carrying out varied and complex procedural support with the context of a primary care center.

Responsibilities

- Operates and maintains standard office equipment, including personal computer, facsimile, scanner, copier, and phone; uses computer software programs and has ability to navigate electronic health record are necessary.
- Answers telephone and email inquiries from internal and external customers; takes messages as necessary, answers questions and provides information within the context of policies and procedures.
- Manages electronic medical records and correspondence, including processing medical records requests, retrieving records from outside offices, purging old medical records.
- Receives and distributes all incoming electronic faxes and sends correspondence as needed.
- Schedules appointments for medical services and manages patient referrals and referral database, verifies patient insurances and maintains provider and office schedules.

Requirements

- Any combination of education and experience equivalent to a high school diploma; some general clerical experience preferably in a medical setting.
- Cardiopulmonary Resuscitation (CPR) certification approved by the American Heart Association is preferred.
- 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; exercises initiatives, sound judgement, and discretion.

[Click here](#) for full job description. Accepting applications until position is filled.

Accepting applications until filled. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>