

Clinical Assistant

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

James City County's Olde Towne Medical and Dental Center seeks an individual to performs responsible work providing customer support in a medical center, including carrying out varied and complex procedural support within the context of a primary care center.

Responsibilities:

- Greets patients and visitors and directs them to appropriate services or source; answers telephone and email inquiries; takes messages as necessary and answers questions within context of policies and procedures.
- Checks patients in and out via computer; obtains and data enters pertinent patient information; maintains income eligibility and collects fees.
- Schedules appointments for medical services and patient referrals; maintains provider and office schedule as necessary.
- Prepares charts and maintains clerical documentation; maintains filing system; duplicates documents to be transferred with patients.
- Provides instruction and guidance to new volunteers and employees as needed.

Requirements:

- Any combination of education and experience equivalent to a high school diploma; some general clerical experience preferably in a medical setting.
- Must possess reliable transportation to work site(s).
- A cardiopulmonary resuscitation (CPR) certification from the American Red Cross is 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.

[Click here](#) for full job description. Accepting applications until position is filled. Cover letters and resumes may also be attached, but a **fully completed application** is required for your application to be considered/.

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