



Student Health Center Service Coordinator Job Description

JOB INFORMATION

Job Code:	143247
Job Title:	Student Health Center Service Coordinator
FLSA Status:	Non-Exempt
Supervisory:	May oversee student, temporary and/or resource workers.
Job Family:	Customer Service
Job Family Group:	Administrative Support
Management Level:	7 Individual Contributor

JOB SUMMARY

Counsels prospective and current undergraduate and graduate students and families on Engemann Student health Center services. Communicates various options of student health insurance programs, policies, procedures, requirements, deadlines, etc. to prospective and existing students and their families via telephone, email, and online platforms. Conducts appointment and scheduling requests using health center internal systems. Performs student health inquiry analysis and provides historical review of business needs via internal and university systems and email communications. Handles student health insurance matters and serves as liaison between students and health insurance division or insurance providers. Assists in administering of special programs such as faculty advisor, peer tutorial, advisor and honor groups, and orientation events.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Customer service experience.
X		Demonstrated excellent interpersonal, oral, written and listening skills.
X		Experience in high-pressure and multi-tasking environment.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Flexible schedule and understanding of highly seasonal environment is essential.
	X	Directly related experience in customer and/or student services in a higher education or medical facility.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Counsels prospective and current undergraduate and graduate students and families on Engemann Student Health Center services. Provides critical and general information for all divisions within the health center to inquirers such as student health insurance programs, policies, procedures, requirements, deadlines, etc. by telephone, email, correspondence and in-person.				
Performs student health inquiry analysis and provides historical review of business functions and needs via internal and university systems and email communications. Assesses general inquiries, critical issues and life threatening situations in order to provide appropriate service.				
Handles student health insurance matters related to coverage, student status, graduation timelines, maximum benefit, out-of-pocket costs, minimum unit/credit requirements and limitations.				
Serves as liaison between students and health insurance division or insurance providers regarding problematic student issues to facilitate resolution.				
Conducts appointment and scheduling requests using health center internal systems. Analyzes student needs and priority for multiple requests keeping in mind timing and demand, peak season availability and professional resource issues or limitations.				
Evaluates student problems and refers students to appropriate student services office for additional counseling, as needed. Liaises with other offices on behalf of students to facilitate problem resolution.				
Reviews, researches and analyzes reasons for student contact in an effort to provide division with trends related to seasonal flows, student requests, streamline processes and opportunities, etc. Assesses findings and potential impact to services and policies.				
Advises student organizations. Assists in administering of special programs such as faculty advisor, peer tutorial, advisor and honor groups, and orientation events. Presents or assists with presenting a comprehensive overview of student health center services provided by the university at orientation events.				
Assists in preparation or updating of knowledge database articles and documents as directed by communications coordinator or director.				
Participates in divisional meetings providing student perspective and cross-training expertise. Serves as "voice of the customer" regarding current programs and potential modifications.				
Prepares documents and status and/or ad hoc reports using internal software, various customer service information, records, scheduling notes, clinical and patient requests, messaging, etc.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	efforts, and mobilize other staff members if needed.		and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			Yes

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.