



JOB INFORMATION

<i>Job Code:</i>	111099
<i>Job Title:</i>	Clinical Office Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee staff, students, volunteers, agencies and/or resource employees.
<i>Job Family:</i>	Clinical Administration
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Assists in the organization and delivery of services and activities specific to a clinical department or program. Provides administrative support of clinical programs and projects. Provides specialized expertise on billing, compliance, credentialing, scheduling, clinic flow and design, onboarding, and event planning.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master'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

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	in an office setting.
	X	4 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

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Experience with billing and compliance.
X		Familiarity with clinical operations.
X		Proven ability to practice discretion with confidential information.
X		Research skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Excellent written and oral communication skills.
	X	Experience with billing and compliance in a clinical university environment.
	X	Experience with credentials necessary for medical staff and providers.
	X	Experience with data analysis and reporting.

Certifications

Req	Pref	Select Certifications	Enter Additional Certifications
	X		Relevant medical services certifications/licenses (e.g., certified coder, biller, quality improvement).

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees staff calendars, schedules meetings, and maintains office equipment and supplies. Coordinates with relevant university offices to ensure medical staff and medical provider readiness for services, and monitors effectiveness of processes and services. Recommends and implements modifications as necessary to achieve goals and objectives.				
Liaises with centralized offices (e.g., billing, scheduling) to address provider or patient concerns or special requests. Researches billing questions and denials, working with billing office to resolve issues and recommend solutions or services.				
Tracks the onboarding of new faculty. Ensures licensure and credentials for all assigned faculty and staff are up to date and required training is completed. Participates in the development and implementation of program policies, procedures and processes.				
Researches and gathers data for ad-hoc reports. Conducts preliminary analysis of data. Recommends report content and format.				
Assists with public relations and the development of marketing strategies to promote clinical services. Coordinates outreach efforts (e.g., conferences, seminars, health fairs) and the production and distribution of promotional materials.				

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 efforts, and mobilize other staff members if needed.		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 and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
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/			

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

