BILINGUAL AUDIOLOGY CLINIC ASSISTANT

JOB PURPOSE:

The Audiology Assistant provides critical administrative, patient, and healthcare customer service support for the CEID Audiology Clinic in both our Berkeley and Oakland locations.

The position is 32 hours a week, Tuesday through Friday from 9am to 5:30pm or 9:30am to 6pm. Ability to work at both locations is required. Bilingual fluency (English/Spanish) is required; applications without Spanish/English fluency will not be considered.

JOB DESCRIPTION:

The Audiology Assistant is responsible for scheduling all hearing evaluations and newborn hearing screenings, reviewing all referral forms for completeness and accuracy, verifying all insurance eligibilities, sending appointment reminders to referring agencies and families, creating patient charts, sending hearing evaluation reports to referring agencies and families, performing grant tracking data entry, test assisting during hearing evaluations, and providing oral interpretation for Spanish speaking families, and other duties as needed and assigned.

JOB RESPONSIBILITIES:

Administrative and Customer Support:

- For all evaluations and newborn screenings manages all correspondence with CHCN, CCS, CCHP and primary care centers to obtain authorizations for services, follow up appointments, and billing inquiries
- Verifies insurance eligibility prior to scheduling appointments
- Prepares appointment reminders and sends them to all referring agencies and families
- Performs follow up phone call appointment reminders for all scheduled patients
- Creates patient charts or updates existing patient charts for all patients
- Sends hearing evaluation reports to referring agencies and families promptly
- Performs data entry for patient database, grant tracking reports, and related systems
- Performs test assistance for the Audiologists during hearing evaluations
- Provides high quality customer service and establishes cooperative working relationships with patients, families, referring agencies, and staff
- Performs newborn hearing screenings
• Completes a variety of receptionist and front office tasks, including greeting visitors, answering phone calls, opening mail, and other work

• Maintains confidentiality of the families and of all program operations at CEID

• Provides high quality customer service and establish cooperative working relationships when interacting with patients, families and staff

• Performs related duties as assigned

Spanish Interpretation:
• Provides oral interpretation for Spanish speaking families during appointments, tele-health appointments, phone calls, or other related services
• Provides oral interpretation for family support groups and parent education classes as needed
• Assess and monitor the family’s understanding of the information conveyed and keep audiologist and other staff informed as to the level of comprehension
• Acts as advocate, culture broker, clarifier, and conduit for Spanish speaking persons
• Clarifies written consents and patient intake and agreement forms
• Translates written documents to and from Spanish as needed

JOB QUALIFICATIONS:
CEID seeks a highly motivated and independent worker who looks to join a small but mighty clinic team to provide audiology services to the greater Bay Area. This position is best for someone skilled at working and multi-tasking in a fast-paced environment whilst helping CEID elevate and improve existing systems for efficiency. Organizational skills, clear written/verbal skills are required and appropriate for this position. Fluency in written and spoken English and Spanish is required.

2 to 4 years of relevant experience in an office/clinic setting is preferred. A bachelor’s degree in a related field from an accredited college or university is preferred.

SALARY:
This will be a non-exempt, hourly paid position with a range of $18-20/hour. Paid wages will be based on experience and qualifications. The benefits package includes sick and vacation time, health and dental coverage and a voluntary 401(k) retirement plan and Flexible Spending Account Plan at 80% coverage.

APPLICATION PROCESS
Applicants should send their resume and a cover letter describing their qualifications and their interest in the position to CEID via email to anna@ceid.org.

CEID is an Equal Opportunity Employer