Division of Student Affairs
Job Description

Department: Student Health Services
Official Duke Job Title: Clinic Service Representative
Classification: Job Family=7; Job Level=6; Job Code=0085
Working Job Title (if applicable): N/A
Supervisor: Clinic Registration Supervisor
Position Status: Regular, Non-Exempt, Full-time
Work Schedule: Monday – Friday 8:00 AM – 5:00 PM, with occasional evenings and weekends, as needed

Nature of Responsibilities:
Perform a variety of duties associated with registering patients for services in the Student Health clinic, including interviewing student patients to obtain and process patient data, verifying insurance information, collecting payments, and scheduling appointments.

Specific Duties % of Effort
1. Schedule appointments via telephone or in-person for new and returning student patients. Check to ensure eligibility for services. Register and process appointment check-in and check-out in the electronic medical record systems. Enter and/or verify health insurance information and collect payments as necessary. 50%
2. Answer phones, take messages, transfer calls, and provide information to other clinics and ancillary services. Provide routine information regarding Student Health services and direct patients to assigned areas and other locations upon request. 30%
3. Assist with training co-workers and provide informational assistance to co-workers on an ongoing basis. Assist management in identifying operational improvements to maximize efficiency and accuracy of services provided. 10%
4. Assist with set-up and registering patients at various offsite clinics. 5%
5. Perform other related duties incidental to the work described herein. 5%

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

Required Minimum Qualifications
Work requires a general educational background normally equivalent to a high school education. Work generally requires two years of experience in a related position to acquire knowledge of accepted practices involved in processing patient
data, interviewing patients, and customer service or related activities to acquire relevant communication skills.