

JOB TITLE – CLERICAL TRAINER

HOURS M-F: 8:00 AM - 5:00 PM

SUPERVISOR: Director of Clerical

SALARY Commensurate with Experience

FULL TIME POSITION

**POSITION DUTIES/RESPONSIBILITIES:** Assist with coordinating the orientation of new hires. Assist in ensuring new hires are aware of Center's policies and procedures. Assist in creating and/or updating and implementing training processes as needed. Conduct and/or assist with training for established front office staff. Conduct initial and follow up training for new hires. Document progress of various training statuses for evaluation of performance. Provide support regarding policies and procedures for front office staff as needed. Educate billing and clerical employees with updates as needed. Provide backup for cashier or clerk position. Assist patient to complete medical and/or surgical release forms as needed. Assist physicians to acquire patient's medical records from outside providers. Assist patients with acquisition of their own medical records, explaining procedures, collecting fee and copying appropriate documents. Assist physician to send and receive medial information to and from patients, other providers and facilities. Retrieve and distribute incoming and outgoing team area mail. Assist with translations as needed. As assigned by supervisor

**REQUIRED EDUCATION, TECHNICAL TRAINING OR EQUIVALENT:** High school diploma or equivalent, College credit business hours preferred.

**REQUIRED EXPERIENCE OR SKILLS:** Computer literacy, knowledge of ICD-9/CPT coding, medical office billing and 10-key calculator, typing 45 wpm, Microsoft Office Suite, strong customer service and communication skills. Bilingual English/Spanish preferred.

**TO APPLY:** Please visit our website at [www.wacofamilymedicine.org](http://www.wacofamilymedicine.org) and fill out an online application located under Careers.