



## **Medical Receptionist and Insurance Coordinator** **Student Health Center**

40 hours per week, 9 months  
Anticipated beginning pay rate \$16.25 per hour

**Reports to:** Director of Student Health Services

### **Statement of Mission and Mission Impact:**

Houghton University provides an academically challenging, Christ-centered education in the liberal arts and sciences to students from diverse traditions and economic backgrounds and equips them to lead and labor as scholar-servants in a changing world. The Houghton University Student Health Center supports the overall mission of the university by providing high-quality medical care and health education to Houghton University students who are facing health related barriers to learning and personal development, in a manner that reflects Christ-like love, compassion, and humility. The individual in this role assists all students in the access to on-campus medical care and coordination of services at local and regional medical facilities as needed so that the student is better able to “lead and labor as scholar servants in a changing world.”

### **Essential Functions:**

- Manages daily flow of patients through the health center (scheduling, welcoming, preparing, prioritizing, etc.)
- Answers and prioritizing incoming health center phone calls and emails
- Provides administrative/clerical support to clinical staff (filing, uploading, updating medical records, etc.)
- Coordinates medication delivery from local pharmacy
- Facilitates specialty referrals and lab/medical imaging orders
- Interfaces with insurance companies in order to obtain prior authorization for medical testing as needed
- Provides logistical support for students requiring off-campus medical care
- Monitors the collection of preparticipation evaluations for intercollegiate athletes, communicating compliance status with the athletic department to ensure compliance with NCAA policies
- Files and monitors athletic accident claims
- Provides support to students navigating insurance claim process

### **Success Profile:**

Individuals ideally suited for this position will exhibit the following behaviors and competencies:

- **Communication** – Must be able to communicate clearly with students, parents, insurance representatives, and other medical personnel in person, through phone, or through email while still adhering to confidentiality policies
- **Organization and Attention to Detail** – Must be able to ascertain needs and prioritize tasks in an unpredictable environment, acting quickly to minimize disruption to office flow
- **Multitasking** - Must be able to work in a complex environment, with the ability to manage multiple demands simultaneously, maintaining a calm and helpful demeanor at all times
- **Approachability and Welcoming Attitude** – Provide a friendly and welcoming presence at the front desk
- **Confidentiality** – Must be able to maintain strict standards of confidentiality (especially within the parameters of HIPAA/FERPA policies)
- **Collaboration** – Work collaboratively with other members of the health center team to ensure that the highest level of medical care is provided to all patients/students.

### **Minimum Qualifications:**

- Possess a personal Christian faith that is reflected in one's professional and personal life with a sincere respect for and an agreement to live in harmony with the doctrines and positions of The Wesleyan Church, A Vision for our Common Life, and Behavioral Expectations of the University.
- Computer and database management skills including Microsoft Office
- Medical office experience is desired
- Familiarity with and experience in insurance utilization is desired

*Houghton University is a Christ-centered, liberal art and sciences institution of The Wesleyan Church, an evangelical holiness denomination rooted in the teachings of John Wesley. All employees are expected to share a set of values, convictions, and commitments that guide our life together. The University expects that all faculty and staff will respect the University's Vision of our Common Life, Wesleyan beliefs and core values, and adhere to its lifestyle expectations.*

**Application Procedure:**

To apply please submit the following materials via email to: [jobs@houghton.edu](mailto:jobs@houghton.edu).

- (1) Cover Letter
- (2) Resume
- (3) 3 References
- (4) Answers to the following questions:

Please review the following documents:

<https://www.houghton.edu/a-vision-of-our-common-life/>

<https://www.houghton.edu/doctrinal-statement/>

<https://www.wesleyan.org/about/our-beliefs>

1. Please provide a brief description of your journey to personal faith in Jesus Christ and subsequent growth.
2. Please identify the church where you currently attend. In what ways are you currently participating in your local church or fellowship?
3. Are there any areas of Houghton's beliefs or practices that you find challenging or problematic? If yes, please explain.