

Job Description: Audiology Assistant

Classification: Hourly
Position Type: Full Time
Reports to: Business Manager

Revision date: December 9, 2019

Overall Purpose:

The audiology assistant is a critical component to our pediatric audiology department and clinic. This position will be a patient's first impression of the clinic, and it's a job that requires people skills and organization. This role is responsible for not only coordinating clinic administrative tasks but working one-on-one with patients and their families. Independent judgment is required to plan, prioritize, and organize diversified workload for office efficiency.

Essential Functions:

- Manages back office for audiology and speech.
- Exhibits a pleasant and welcoming demeanor both in person and on the phone.
- Provides effective oral and written communication (via telephone, email and mail).
- Responsible for the clinic's day-to-day operations, including but not limited to typing, filing and scheduling.
- Works closely with patient care coordinator to ensure accurate scheduling.
- Answers non-routine correspondence and assembles highly confidential and sensitive information.
- Ensure patient records are current and accurate.
- Works closely with audiologists, speech therapists, and works directly with Business Manager on special projects.

Additional Tasks and Responsibilities:

- Assist with answering patient's questions in person and via telephone and resolve issues in consultation with provider.
- Clean and sanitize treatment room(s) and instruments for the next patient.
- Enter data into computer for programming of devices.
- Greet and escort patient for the provider.
- Triage patients for hearing aid maintenance and troubleshooting.
- Assist audiologists in tracking and ordering supplies and devices.
- Receive, unpack and organize hearing aids and supplies.
- Coordinates outgoing mailings.
- Gather relevant information and obtaining prior authorizations for hearing aids and speech therapy.
- Assist in audiology appointments, working directly with children ages 0-21 to obtain accurate testing results.
- Participates as needed in special program projects, including but not limited to the Hear Indiana 5k/10k, Camp, Conference and HAAPI.

Knowledge, Skills and Abilities Needed:

- Prior authorization experience preferred.
- Follow directions as communicated in a variety of ways.
- Handle multiple responsibilities simultaneously.
- Develop effective relationships with patients, staff, students and other external parties.
- Computer proficiency for Microsoft Office required.
- Electronic Health Records (EHR) experience desired.
- Medical scheduling experience desired.
- Well-developed interpersonal and communication skills.
- Good planning and organizational skills.
- Professional appearance and manner.
- Ability to lift approximately 15-20 lbs.
- Preference given to applicants with previous audiology assistant or healthcare experience.

Environment:

- General office environment working one-on-one with children. Very little travel required.

Other:

- Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
- Hear Indiana is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Please send cover letter, resume, and responses to screening questions below to jobs@hearindiana.org. Thank you!

Audiology Assistant Screening Questions

1. You are applying to work for a smaller nonprofit, where all employees wear multiple hats. While utilizing technology is not the most important part of this job, we are interested in knowing how much on the job training you'll need to use these software programs successfully. Please rank your proficiency with the following software from 1 is I have never used, 5 is proficient and 10 is expert.

- Word
- Excel
- Electronic Medical Records (EHR/EMR)

2. What experience or qualities do you feel make you a uniquely qualified match for this position?

3. Do you have experience working with children? If so, please tell me about that experience.

4. Do you have a personal connection to hearing loss? If yes, please elaborate about how you feel about our mission.

5. Why are you looking for a new position at this time?

6. Tell me about a time when you had to work with a challenging person. What happened and how did you handle it?

7. Tell me about how you stay organized. What does your personal project management look like?

8. Tell me about a time you had you disagreed with a supervisor or coworker and how you handled it.