GORDON COLLEGE
Position Description

Title: Part Time Office Assistant for the Center for Balance, Mobility and Wellness

Function: Under the supervision of the Clinical Director and Office Manager of the Center for Balance, Mobility and Wellness; functions as an office assistant in the day-to-day administrative operations of the Center serving physical therapy patients and gym members.

Description of Duties and Tasks:

Essential Responsibilities:

1. Checks messages at the start of each day and forwards them to appropriate staff members.
2. Answers incoming calls. Follow up with patient cancelation and no show appointments.
3. Warmly greet clients/members and directs them to the appropriate therapist, staff member.
4. Schedule therapy patients for initial and follow up appointments.
5. Collect intake information from new patients including diagnosis details and insurance information.
6. Obtain appropriate referrals from physician offices and insurers to ensure proper reimbursement for therapy services.
7. Assist staff as needed in obtaining necessary medical information from primary care physicians and specialists.
8. Assist with the collection of patient co-pays and insurance balances.
10. Works cooperatively with other staff as a team player.

Required Knowledge, Skills and Abilities
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Excellent interpersonal and communication skills for greeting clients/members and working with the elderly and college students.
3. Willing, flexible, patient and professional attitude.

4. Prompt (timeliness regarding the start of the workday) and reliable.

5. General knowledge of Center for Balance, Mobility and Wellness and the services we provide.

6. Ability to function with minimal supervision.


8. Experience with medical scheduling and billing is a plus.

Position Code: BAL-OFFMGR-2
Grade: 3
FLSA Status: Non-exempt