



USC University of
Southern California

Clinical Office Coordinator Job Description

JOB INFORMATION

Job Code:	111099
Job Title:	Clinical Office Coordinator
FLSA Status:	Non-Exempt
Supervisory:	May oversee staff, students, volunteers, agencies and/or resource employees.
Job Family:	Clinical Administration
Job Family Group:	Clinical Administration 1
Management Level:	7 Individual Contributor

JOB SUMMARY

Assists in the organization and delivery of services and activities specific to a clinical department or program. Provides administrative support of clinical programs and projects. Provides specialized expertise on billing, compliance, credentialing, scheduling, clinic flow and design, onboarding, and event planning.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		2 years	
	X	4 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Two years' experience in an office setting. Experience with billing and compliance. Familiarity with clinical operations. Proven ability to practice discretion with confidential information. Research skills. Excellent written and oral communication skills.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
		Relevant medical services certifications/licenses (e.g., certified coder, biller, quality improvement). Experience with billing and compliance in a clinical university environment. Experience with credentials necessary for medical staff and providers. Experience with data analysis and reporting.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees staff calendars, schedules meetings, and maintains office equipment and supplies. Coordinates with relevant university offices to ensure medical staff and medical provider readiness for services, and monitors effectiveness of processes and services. Recommends and implements modifications as necessary to achieve goals and objectives				
Liaises with centralized offices (e.g., billing, scheduling) to address provider or patient concerns or special requests. Researches billing questions and denials, working with billing office to resolve issues and recommend solutions or services.				
Tracks the onboarding of new faculty. Ensures licensure and credentials for all assigned faculty and staff are up to date and required training is completed. Participates in the development and implementation of program policies, procedures and processes.				
Researches and gathers data for ad hoc reports. Conducts preliminary analysis of data. Recommends report content and format.				
Assists with public relations and the development of marketing strategies to promote clinical services. Coordinates outreach efforts (e.g., conferences, seminars, health fairs) and the production and distribution of promotional materials.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are

not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.