

**SOUTH TEXAS RURAL HEALTH SERVICES, INC.**  
**JOB DESCRIPTION**

**JOB TITLE:** Appointment Clerk  
**FLSA Status:** Non-exempt  
**JOB CONTROL** Responsible to Chief Operations Officer

**JOB SUMMARY:** **To make appointments for patients according to established center protocols; providing excellent customer/patient services via phone and in person.**

**DUTIES AND RESPONSIBILITIES:**

- Shall answer all incoming calls with proper telephone etiquette; must sound professional, credible, pleasant and sincere.
- Provides information to clinic callers according to the clinics policies and procedures; transfers calls as needed; works with staff to ensure adequate phone coverage at all times.
- When scheduling appointment, carefully screens patients for new address, new patient visit or update registration and informs patient of adequate information that must be presented at time of visit.
- Reschedules canceled or no show appointments.
- Performs day-to-day administrative functions and general office duties including but not limited to word processing, copying, filing, faxing, answering phones and data entry.
- Informs patient of any existing balance noted in computer and request patient be prepare for any payment due at time of visit.
- Must exercise excellent customer service for patients; practices confidentiality and privacy protocols in accordance to clinic policies and HIPPA requirements.
- Exercises problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed.
- Attends scheduled department staff and clinical meetings and trainings.

**Experience: Knowledge and skills required.**

- Preferred Bilingual (English and Spanish)
- Courteous to clients and working staff
- High School Diploma or GED Equivalency
- Ability to work well under pressure with minimal supervision.
- Basic to intermediate computer knowledge and skills.

**OTHER**

**Must be able to travel, have reliable transportation, a valid Texas Driver's License and current auto insurance. Must be willing to follow directives both verbal and written.**

**Any and all questions or concerns should go to your Immediate Supervisor.**

**Any other duties determined necessary by the Immediate Supervisor and/or CEO.**

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Employee Signature

\_\_\_\_\_  
Date