

# LOGAN UNIVERSITY

## JOB POSTING

Logan University is comprised of the College of Chiropractic and the College of Health Sciences and blends the perfect balance of tradition with innovation. Established in 1935, Logan College of Chiropractic is one of the largest and most respected chiropractic colleges in North America. Through the College of Health Sciences, Logan offers master's degrees in sports science and rehabilitation, and nutrition and human performance that are accredited by the Higher Learning Commission of North Central. Other program offerings include undergraduate coursework including an Accelerated Science Program to help students complete their basic science coursework at an accelerated pace, offered in both online and on-campus formats, and two baccalaureate degrees- A Bachelor of Science degree in Human Biology and a Bachelor of Science degree in Life Science.

Logan's 112-acre wooded campus is located in Chesterfield, MO, a quiet residential suburb of St. Louis. Its low student-to-faculty ratio provides more personalized instruction, which is most conducive to effective learning. MSNBC has selected Logan's campus as an editor's pick of one of "America's Most Beautiful College Campuses." Logan offers an outstanding benefits package to eligible employees including free chiropractic care. Learn more about Logan University at [www.logan.edu](http://www.logan.edu).

**Interested candidates please send resume to: [resumes@logan.edu](mailto:resumes@logan.edu)**

### **Patient Service Representative: Full-time**

**SUMMARY:** The Patient Service Representative (PSR) serves as the primary point of patient contact for Logan University's Chiropractic Health Centers. In addition the PSR works closely with other Logan staff, clinical faculty and interns to provide administrative support in the delivery of high quality patient care and clinical education.

The Logan Chiropractic Community Health Center (LCCHC) serves as a referral-based setting for patients from the Family Care Health Centers (FCHC). Primary duties include facilitation and efficient handling of the referral process, including follow through to successful patient scheduling. Patient satisfaction is the highest priority, and there is an expectedly high level of interaction required while maintaining a positive attitude and sensitivity when handling patient health care information. While this position reports to the Clinic Business Operations Administrator, day-to-day operational oversight provided by the site clinician.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Practices and promotes effective, efficient and friendly communication with all LCCHC patients as well as all Logan University staff, faculty and students.
- Schedule patient appointments in an efficient and courteous manner.
- Facilitate ongoing referral communication with FCHC as needed and/or as directed.
- Records data in tracking forms as directed.
- Maintains appointment schedule and all associated patient records in an organized and secure fashion.
- Limited cross-training in other Southfield Clinic staff positions to aid in absence coverage when possible.
- Represents LCCHC and Logan University with the highest possible level of professionalism.
- Adherence to quality measures and quality management system processes as directed.

- Other duties as requested.

**COMPETENCIES:** The position requires familiarity and moderate strengths in data entry and other general office tasks, often in multi-tasking situations. To perform the job successfully, an individual must have strong customer service and communications skills that allow him/her to manage difficult and/or emotional situations. Attention to detail is necessary. Must be able to maintain confidentiality while speaking clearly and persuasively in positive or negative situations.

**QUALIFICATIONS:** An individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Six months to one year of related experience and/or training is required. Must have intermediate English language skills and basic math skills. Must have ability to solve practical problems and deal effectively with a variety of situations. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**Computer Skills:** Basic understanding of software function and data entry. Experience with patient accounting software is preferred.

**Certificates, Licenses, Registrations:** None required.

**Other qualifications:** Ability to work overtime occasionally on evenings or weekends.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to type on a computer, handle paperwork, office tools, etc. Must frequently speak and hear to effectively communicate face to face and over a telephone. Must regularly sit to work on computer and do paperwork. Must occasionally stand, walk and reach up or down with hands and arms and stoop or kneel to retrieve charts and files and to pick up mail. The employee must occasionally lift and/or move files weighing up to 10 pounds. Specific vision abilities required by this job include close vision in order to type on computer and read insurance information, etc.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment in this position is characteristic of a busy academic health center. The noise level in the work environment is usually moderate.

**NOTE:** This job description in no way states or implies that these are the only duties to be performed. The employee will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

An employee is expected to assist and provide coverage for coworkers during peak periods, vacation days or sick days at all locations, and to work with administration in the attainment of the College's missions and goals.