

Patient Services Assistant II (4723C), Optometry Clinic -  
73333  
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=246430>

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Posted Oct. 7, 2024, set to expire Jan. 31, 2025

<b>Job Title</b>	Patient Services Assistant II (4723C), Optometry Clinic - 73333
<b>Department</b>	Herbert Wertheim School of Optometry & Vision Science
<b>Institution</b>	University of California, Berkeley Berkeley, California
<b>Date Posted</b>	Oct. 7, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Health Services
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**Job Description**

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### About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education,

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distinguished by its combination of internationally recognized academic and research excellence; the transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit [grow.berkeley.edu](http://grow.berkeley.edu).

## Departmental Overview

At the Herbert Wertheim School of Optometry & Vision Science at the University of California, Berkeley, we have long lived by defining principles that guide us and differentiate us. As a part of a world-renowned university that embraces excellence and access, we foster an environment of trust and mutual respect, free expression and inquiry, and personal resilience and achievement. We are strongly committed to diversity, respect for cultural differences, and promoting social justice. These principles serve us daily in our reasonings and actions and aid us in our decision making. We educate an estimated 320 students annually. Our O.D. program is a 4-year program with clinical training provided at 2 campus clinics, 10 satellite clinics (community care), 7 VA clinics, and 24 external clinics across the country. Our one-year post-graduate residency programs provide advanced clinical education in specialty areas of optometry to 18 residents with placement on and off campus, and our Vision Science program consists of 40 PhD students.

## Position Summary

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The Patient Services Assistant II is a staff position within the Patient Services team in the Meredith W. Morgan University Eye Center at the Wertheim School of Optometry and Vision Science. With an emphasis on the patient-base (to include campus-wide populace), doctors, students, clinicians, opticians, insurance billing staff, and outside professionals, and staff, the team lead will place patient appointments correctly and properly communicate with patients, to maintain confidentiality, and to work with the students, instructors, staff and outside vendors to promote a smooth-running, busy professional clinic.

### **Application Review Date**

The First Review Date for this job is: 10/15/2024.

### **Responsibilities**

#### Patient Appointment Activities:

- Patient screening: COVID questions and temperature checks at front entrance.
- Courteously Answer incoming phone lines and screen, route, take messages or respond as appropriate.
- Triage patient to determine which clinic fits the patient care needs; request assistance from more experienced staff if in doubt.
- Schedule patient appointments on the computerized scheduling system according to patient, clinician or doctor request, following all correct procedures and entering all necessary information accurately.
- Communicate last-minute patient schedule changes to Clinics, providers or other staff as indicated.
- Accurately update patient demographics in computer database.
- Obtain and accurately enter patient insurance information as needed; following correct procedures for updating of insurance records on computer database and filing of authorizations or other paperwork to ensure correct processing of patient billing.
- Obtain insurance eligibility and authorizations as needed and communicate lapses of coverage to patients at time of appointing.
- Schedule patient follow-up visits as requested by provider(s).

#### Patient Reception Activities:

- Check-in arriving patients & accurately update computerized records providing excellent

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customer service.

- Advise patient about parking and/or provide permits.
- Provide patient with necessary paperwork and forms.
- Direct patient to the correct Clinic location for appointment.
- Respond to patient inquiries or direct patient to appropriate staff for answers.
- Access patient database to answer queries about materials or services in process.
- Liaison with outside transportation vendor(s), as needed.

Clinic Operations Activities:

- If assigned, handle opening/setup/closing of clinic, following all guidelines.
- Remain logged in to the phone system the maximum time possible; make every attempt to take calls when the "busy" bell signal indicates patients have been on hold longer than acceptable.
- As assigned, assist patients with contact lens ordering.
- Provide cashiering support (collect & process payments) as needed, following all proscribed guidelines.
- As assigned, settle credit card machines and transfer all receipts according to defined procedures.
- Balance previous day's receipts with reports from patient database following prescribed procedures.
- Run computerized reports of patient or schedule activity for Clinic Administration, as needed.
- Maintain workspace and Patient Services area in a neat and orderly manner.
- Restock necessary supplies in Patient Services area & alert Clinic Administration of needed supplies.
- Coordinate breaks and lunch with other staff members to ensure optimal desk coverage.
- Have a working knowledge of and be able to assist with records room procedures as needed.
- Understand and adhere to HIPAA regulations.
- As assigned, set up to call patients for Contact Lens or Spectacle order notification and file contact lenses and spectacles for pick-up as is appropriate.
- Assist patients with pickup/dispense of contact lenses, spectacles or other eye care products.
- Process patient orders for contact lenses, following Clinic procedures.
- Process patient orders for low vision devices following Clinic procedures.
- Follow up with insurance companies when discrepancies or issues concerning patient coverage arise.
- Process records requests (patients and providers).
- Assist with surgery day administrative tasks as assigned. (Only Selected Staff)

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### Skills Development and Training

- Take part in any training offered to further knowledge of the Clinic procedures/policies.

### Required Qualifications

- Working knowledge in administrative procedures and processes including word processing, spreadsheet and database applications.
- Requires verbal and written communication skills, active listening, critical thinking, multi-task and time management skills.
- Incumbent must have exemplary customer service, proper courtesy and efficiency on the telephone, and be familiar with HIPAA (patient privacy) regulations.
- To be eligible to work, clinic employees must comply with all UC Berkeley Optometry Clinic annual immunization, TB and COVID Testing Medical Screening requirements, trainings, and University and School policies."
- High School Diploma and/or equivalent experience/training.

### Preferred Qualifications

- Experience in cashiering is helpful.

### Salary & Benefits

This is a 100% full-time (40 hrs a week) non-exempt career position, which is paid hourly and eligible for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and

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experience.

The budgeted hourly rate that the University reasonably expects to pay for this position is \$26.26 (Step 1).

### **Other Information**

This position is governed by the terms and conditions in the agreement for the Clerical & Allied Services Unit (CX) between the University of California and Teamsters Local 2010. The current bargaining agreement manual can be found at: <http://ucnet.universityofcalifornia.edu/labor/bargaining-units/cx/index.html>

- This is not a visa opportunity.
- This recruitment has 3 openings.

### **Conviction History Background**

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

### **Equal Employment Opportunity**

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see the

[https://apptrkr.com/get\\_redirect.php?id=5696870&targetURL=U.S. Equal Employment Opportunity Commission](https://apptrkr.com/get_redirect.php?id=5696870&targetURL=U.S. Equal Employment Opportunity Commission) poster.

The [University of California's Affirmative action policy](#).

The [University of California's Anti-Discrimination policy](#).



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**To apply, visit**

[https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS\\_HRAM\\_FL.HRS\\_CG\\_S](https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS_CG_S)

### Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

#### Contact

N/A

University of California, Berkeley

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