

**Patient Services Supervisor (9359U), Optometry Clinic -
76617
University of California, Berkeley**

Direct Link: <https://www.AcademicKeys.com/r?job=253882>

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Posted Mar. 3, 2025, set to expire Jul. 1, 2025

Job Title	Patient Services Supervisor (9359U), Optometry Clinic - 76617
Department	
Institution	University of California, Berkeley Berkeley, California
Date Posted	Mar. 3, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Health Services Administrative Support/Services
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Job Description

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Patient Services Supervisor (9359U), Optometry Clinic - 76617

About Berkeley

At the University of California, Berkeley, we are dedicated to fostering a community where everyone feels welcome and can thrive. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

As a world-leading institution, Berkeley is known for its academic and research excellence, public

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mission, diverse student body, and commitment to equity and social justice. Since our founding in 1868, we have driven innovation, creating global intellectual, economic and social value.

We are looking for applicants who reflect California's diversity and want to be part of an inclusive, equity-focused community that views education as a matter of social justice. Please consider whether your values align with our [Guiding Values and Principles](#), [Principles of Community](#), and [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and provide space for [supportive colleague communities via numerous employee resource groups](#) (staff organizations). 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 full-time staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. Find out more about how you can [grow your career](#) at UC Berkeley.

Departmental Overview

At the Wertheim School of Optometry & Vision Science, as 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 demonstrate sensitivity and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. These principles serve us daily in our reasoning 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, multiple satellite clinics (community care), VA clinics, and external clinics across the country. Our one-year post-graduate residency programs provide advanced clinical education in specialty areas of optometry with placement on and off campus and our Vision Science program averages 40 PhD students.

The Optometry Clinic provides comprehensive optical care services to the entire Campus population and the general Bay Area community, with approximately 80,000 annual visits to Optometry Clinics at Minor Hall and the Tang Center. The Optometry Clinic is open 7 days per week and approximately 358 days per year.

Position Summary

Reporting to the Patient Services Manager, the Patient Services Supervisor manages and coordinates a team of patient services staff to support the clinical operations for on and off campus clinics of the

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Herbert Wertheim

School of Optometry and Vision Science. The Patient Services Supervisor ensures smooth day-to-day operations by monitoring performance and clinic activity through metrics, collaborating across teams and faculty to address the operational needs of the clinic to ensure patient satisfaction and ease of navigating administrative processes.

Application Review Date

The First Review Date for this job is: 03/13/2025.

Responsibilities

Supervises the work of clinical support staff with responsibility for quality and quantity of work. This includes but is not limited to:

- Manages staffing assignments to ensure adequate coverage and patient flow.
- Coordinate patient scheduling with Clinic Admin to support the academic needs of our clinical learners.
- Reviews processes and approves transactions.
- Maintains patient records and ensure all data is entered accurately and securely.
- Collaborates with faculty to provide high-quality eye care and ensure patient satisfaction.
- Analyze data and metrics to identify areas for improvement and implement new processes as needed.
- Fosters a positive, team-oriented work environment and provide leadership and support to staff.
- Implements comprehensive people supervision, career development and training strategies: coaches, evaluates and develops employees; sets expectations, provides feedback, recognizes achievements; manages conflicts, aligns performance goals with organizational goals and delegates responsibilities when appropriate.
- Ensures compliance, accuracy, and quality of clinical documentation.
- Supports and oversees all specialty clinic operations to ensure workload is completed efficiently and correctly by clinic staff.
- Researches and resolves issues and discrepancies.
- Supports diversity and inclusion efforts in all aspects of the role.

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Collaborates with the Clinical Management Team, implements policies and procedures that assure quality of care and customer service. Specific examples include:

- Development of procedures and guidelines for supporting the billing team with troubleshooting and processing insurance claims, cash collections.
- Ensures daily deposit of revenues are prepared and reconciled accurately and timely by addressing any relevant patient services questions from the billing team.
- Reorganizes space and workstations to improve patient flow.
- Introduces new ideas to simplify processes and internal and external communications.

Recruits, interviews, and recommends hires of clinical operations support staff.

Trains and orients clinical operations support staff, including performance management, cross training, skill building, and career development.

- Staff training includes: scheduling, phones, insurance verification, and customer service.

Other duties as assigned, including assignment to service areas to function backfill patient services staff as needed.

Required Qualifications

- Operational and administrative experience coordinating and providing outpatient health care, including human resources, patient accounting, patient services, insurance and billing.
- Knowledge of performance management standards for represented and non-represented employees and human resources related policies and procedures.
- Effective interpersonal skills, effective verbal and written communication skills with a commitment to customer service and collaboration.
- Working knowledge of the principles and practice of supervision.
- Demonstrated skills to establish priorities, objectives, and timelines.
- Strong organizational and leadership skills, with the ability to motivate, mentor and manage teams in a complex and fast paced environment.
- Working knowledge of electronic/medical records systems.
- Must be computer literate; experience with Microsoft and Google products.
- Ability to work well under pressure and handle multiple tasks in a fast-paced environment,

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- including effective analytical and problem-solving skills.
- Knowledge of current applicable HIPAA regulations governing the privacy and security of patient information.
 - Must be available to work weekends.
 - Training in clinical support operations and staffing.
 - Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Clinical licensing or Certification as Medical Assistant preferred.

Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly at an annual rate and is eligible for UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's https://apptrkr.com/get_redirect.php?id=6042927&targetURL=

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 experience.

The budgeted annual salary range that the University reasonably expects to pay for this position is \$61,200.00 - \$83,200.00.

How to Apply

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- To apply, please submit your resume and cover letter.

Diversity Statement

Please include, as part of your application a brief (1-2 paragraph) statement on your contributions to diversity, equity, inclusion, and belonging in your professional experience.

Advancing diversity, equity, and inclusion are fundamental to our UC Berkeley Principles of Community, which states that "every member of the UC Berkeley community has a role in sustaining a safe, caring, and humane environment in which these values can thrive."

Other Information

- This is not a visa opportunity.

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.

Misconduct

SB 791 and AB 810 Misconduct Disclosure Requirement: As a condition of employment, the final candidate who accepts a conditional offer of employment will be required to disclose if they have been subject to any final administrative or judicial decisions within the last seven years determining that they committed any misconduct; received notice of any allegations or are currently the subject of any administrative or disciplinary proceedings involving misconduct; have left a position after receiving notice of allegations or while under investigation in an administrative or disciplinary proceeding involving misconduct; or have filed an appeal of a finding of misconduct with a previous employer.

"Misconduct" means any violation of the policies or laws governing conduct at the applicant's previous place of employment, including, but not limited to, violations of policies or laws prohibiting sexual harassment, sexual assault, or other forms of harassment, discrimination, dishonesty, or unethical conduct, as defined by the employer. For reference, below are UC's policies addressing some forms of

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[UC Sexual Violence and Sexual Harassment Policy](#)

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

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=6042927&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

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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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