

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

Job Title	Patient Services Assistant II (4723C) Optometry Clinic, 76892
Department	Optometry Clinic
Institution	University of California, Berkeley Berkeley, California
Date Posted	Mar. 13, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Health Services Administrative Support/Services
Apply Online Here	https://apptrkr.com/6074007
Apply By Email	

Job Description

Image not found or type unknown



Patient Services Assistant II (4723C) Optometry Clinic, 76892

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

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

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 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

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.

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

Application Review Date

The First Review Date for this job is: March 25, 2025

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 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

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

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)

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,

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

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.

Education Level:

- High school diploma or equivalent experience/training.

Preferred Qualifications

- Experience in cashiering is helpful.

Salary & Benefits

This is an approximately 6-month (not to exceed 900 working hours), non-exempt temporary position at 100% (40 hrs a week). This position is paid hourly and is **eligible for UC Benefits** with the possibility of extension with continued funding.

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 hourly range that the University reasonably expects to pay for this position is **\$26.26 [Step 1.0]**.

How to Apply

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

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

Other Information

- 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."
- This recruitment has 3 openings.
- 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>

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.

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 misconduct:

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

[UC Anti-Discrimination Policy](#)

[Abusive Conduct in the Workplace](#)

Patient Services Assistant II (4723C) Optometry Clinic,
76892
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=254367>

Downloaded On: May. 7, 2025 12:29pm

Posted Mar. 13, 2025, set to expire Jul. 1, 2025

Equal Employment Opportunity

[U.S. Equal Employment Opportunity Commission](#) poster.

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

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

To apply, visit

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

,