

Welcome Center Supervisor
University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=257727>

Downloaded On: Jun. 6, 2025 6:05pm

Posted Jun. 4, 2025, set to expire Aug. 4, 2025

Job Title Welcome Center Supervisor
Department Clinic Operations
Institution University at Buffalo
Buffalo, New York

Date Posted Jun. 4, 2025

Application Deadline 06/03/2026
Position Start Date Available immediately

Job Categories Coordinator

Academic Field(s) Administrative Support/Services
Health Services

Apply Online Here <https://apptrkr.com/6272515>

Apply By Email

Job Description

Image not found or type unknown



Welcome Center Supervisor

Position Information

Position Title: Welcome Center Supervisor

Department: Clinic Operations

Posting Link: <https://www.ubjobs.buffalo.edu/postings/57401>

Job Type: Full-Time

Welcome Center Supervisor University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=257727>

Downloaded On: Jun. 6, 2025 6:05pm

Posted Jun. 4, 2025, set to expire Aug. 4, 2025

Posting Detail Information

Position Summary

The University at Buffalo [School of Dental Medicine](#) (SDM) is seeking a **Welcome Center Supervisor**. This position will report to the Billing Manager. The primary purpose of this position will be to supervise Welcome Center staff. This includes Welcome Center Representatives, Medical Records, and Switchboard. Additional requirements include performing billing tasks in collaboration with the Billing Supervisor as required. This individual works closely with students, residents, staff and faculty to maintain the efficient effective workflow and operation of the dental clinicals.

Duties and responsibilities will include:

- Supervise Welcome Center staff including management and administrative duties.
- Provide back-up and support for staff when additional help is required.
- Oversee and assist with insurance verification, eligibility of benefits, coverage and financial approvals.
- Submission of Medicaid transportation forms.
- Participate in meetings and job-related testing of the Electronic Health Records (EHR) system.
- Create instructional materials and training aids for the EHR system.
- Assist with the scanning of documentation and running/printing of reports in the EHR.
- Mail patient correspondences and answer telephone calls/questions from patients.
- Create new patient records and fulfill records requests.
- Assist with coordinating activities, traffic and organization in the welcome center.
- Conduct administrative/operational tasks.
- Deliver exemplary customer service by assisting patients to provide a positive experience across the organization.
- Additional responsibilities as delegated by management or senior leadership to support operational objectives within Clinical Affairs. These responsibilities may include, but are not limited to, functions related to Billing, Welcome Center, Medical Records, Admissions, and Prior Authorization.

Learn more:

- Our [benefits](#), where we prioritize your well-being and success to enhance every aspect of your life.
- Being a part of the [University at Buffalo community](#).

Welcome Center Supervisor University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=257727>

Downloaded On: Jun. 6, 2025 6:05pm

Posted Jun. 4, 2025, set to expire Aug. 4, 2025

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

Minimum Qualifications

- High school diploma.
- Prior work experience in a healthcare facility.
- Understanding of medical terminology, insurance procedures, and healthcare billing procedures.

Preferred Qualifications

- Strong written and verbal communication skills, strong attention to detail, ability to utilize various computer programs and navigate multiple payor websites.
- Dental office experience.
- Prior work experience in a healthcare facility patient facing role.
- Prior experience in a supervisory role.
- Confidential, professional, friendly, and courteous demeanor.
- Excellent time management skills and ability to multi-task and prioritize work.
- Outstanding attention to detail.
- Excellent verbal and written communication skills
- Experience in a higher education setting.

Salary Range

\$42,000 - \$50,000

Special Instructions Summary

Is a background check required for this posting?

Yes

Contact Information

Contact's Name: Laura Cabibi

Contact's Pronouns:

Contact's Title: Billing Manager

Contact's Email: lccabibi@buffalo.edu

Contact's Phone:

Welcome Center Supervisor
University at Buffalo

Direct Link: <https://www.AcademicKeys.com/r?job=257727>

Downloaded On: Jun. 6, 2025 6:05pm

Posted Jun. 4, 2025, set to expire Aug. 4, 2025

716-829-2276

Posting Dates

Posted: 06/03/2025

Deadline for Applicants: Open Until Filled

Date to be filled:

jeid-63f9e171428bed45a48bd55949d3da05

Contact Information

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

Contact

N/A

University at Buffalo

,