

**Patient Services Coordinator - Counseling Center  
Tufts University**

Direct Link: <https://www.AcademicKeys.com/r?job=264391>

Downloaded On: Dec. 10, 2025 8:51am

Posted Oct. 24, 2025, set to expire Mar. 7, 2026

<b>Job Title</b>	Patient Services Coordinator - Counseling Center
<b>Department</b>	Department of Health and Wellness
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Oct. 24, 2025
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Coordinator
<b>Academic Field(s)</b>	Health Services Counseling Services Administrative Support/Services
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/22455?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/22455?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

**Overview**

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The Department of Health and Wellness is made up of Counseling and Mental Health, Health Services, and Health Promotion (CMHS), as well as sexual assault prevention. The department contributes to the educational mission of the university through a variety of activities devoted to prevention, intervention, and consultation. Serving a diverse student body of 8,000+ undergraduate and graduate students, H&W is committed to providing excellent care and prevention efforts in a safe and welcoming environment which is inclusive and culturally informed. We bring energy, expertise and a collaborative approach to the provision of health care and brief counseling and psychiatric services. In addition, we are active on campus doing training, outreach and liaison work on a number of key health and mental health issues important to a college population.

This division has responsibility for health compliance, state and federal health requirements, health insurance, HIPAA and other privacy concerns, and risk management. We have over 85 computers and an electronic medical record system that must be maintained and updated over time. Our combined staff is approximately 55 individuals with diverse medical, mental health and public health education, who also have licensing requirements that must be maintained and updated.

### **What You'll Do**

Under general supervision, the Patient Services Coordinator provides administrative support to CMHS staff in the ambulatory setting, both in-person and remotely. As a primary interface between students and providers, the Coordinator will:

- Provide accurate information, compassionate listening, and excellent customer service to all callers.
- Organize priorities, complete tasks, manage confidential patient information and schedule patient appointments.
- Serve as an overall resource person for staff.

The Counseling Center is open from 9am-5pm most days, and 9-7 on Tuesdays, and may require some shift flexibility.

### **What We're Looking For** **Basic Requirements:**

- Minimum of 3 years' administrative experience in a fast-paced medical or healthcare-related setting.

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- High School diploma/GED required
- Experience with electronic medical record (EMR) modules and scheduling software
- Critical thinking and a demonstrated ability to problem solve and function as a resource to other members of the team and resolve complex issues on behalf of the providers and the patients.
- Demonstrated knowledge of HIPAA Confidentiality and Privacy Policies
- Exceptional organizational skills, flexibility to manage multiple tasks and the accurate attention to details
- Ability to work independently or within a team environment
- Excellent and effective interpersonal and communication skills
- Demonstrated ability to work effectively and courteously with various groups of patients, staff and providers
- Demonstrated understanding of Disaster protocols to include: fire, safety, and code calls, per mandatory training

### **Preferred Qualifications:**

- Associates degree is desirable
- Bachelor's degree is preferred

### **Pay Range**

Minimum \$22.50, Midpoint \$26.80, Maximum \$31.10

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

### **Contact Information**

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

### **Contact**

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