



Position: Clinical Support Associate  
Department: Kentucky College of Optometry (KYCO)

The University of Pikeville (UPIKE), Kentucky College of Optometry (KYCO), is currently seeking an experienced individual for the position of Clinical Support Associate. This individual will coordinate the operation of the KYCO Eye Clinics and provide administrative support to the Clinical Operations Manager.

### **Responsibilities:**

1. Serves patients by greeting and helping them; scheduling appointments; maintaining records and accounts.
2. Welcomes patients and visitors, in person or on the telephone, answering or referring inquiries.
3. Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
4. Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
5. Comforts patients by anticipating patients' anxieties; answering patients' questions; maintain a clean and organized reception area.
6. Ensures availability of treatment information by filing and retrieving patient records.
7. Maintains patient accounts by obtaining, recording, and updating personal, insurance, and financial information.
8. Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.
9. Maintains business office inventory and supplies by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
10. Helps patients in distress by responding to emergencies.
11. Protects patients' rights by maintaining confidentiality of personal, financial, and health care information.
12. Maintains operations by following policies and procedures; reporting needed changes.
13. Contributes to team effort by accomplishing related results as needed.
14. Demonstrate professional behavior and appearance.
15. Other duties as assigned by administration.

### **Education/Skill Requirements:**

- High school diploma or GED, experience in an eye care practice setting preferred.
- Must have excellent organizational, communication, and decision-making skills.

- Must be able to multi-task, have flexibility, customer and quality focused, detail-oriented, maintain scheduling, and strong time management skills.
- Must maintain a high level of professionalism with strong telephone etiquette.
- Strong computer knowledge, i.e., Microsoft Word, Excel, PowerPoint, etc.

### **Relationships:**

Position requires daily contact with co-workers, supervisor, external vendors, students, faculty, and staff in order to disseminate necessary information and coordinate daily operations. These relationships are maintained through person-to-person contact, phone, e-mail, and fax.

The University of Pikeville offers a competitive salary commensurate with qualifications and experience. UPIKE offers a competitive benefits package including medical, dental, vision, and life insurance, telemedicine, long term disability, tuition waivers, a 403(b)-retirement plan, and HSA, FSA, & dependent care accounts. UPIKE also offers a generous holiday schedule and paid leave program.

**Important Notes:** Resume and other application materials will be reviewed to determine if you meet the required qualifications for the position. If it is determined that you meet the required qualifications, your application materials will be used to identify a top group of the most highly qualified candidates. Please, specifically address the qualifications, competencies and desired qualifications in your resume and application materials.

The University of Pikeville is committed to providing a safe and productive learning, living and working community. To achieve this goal, we conduct background investigations for all final applicants being considered for employment. Background investigations include a criminal history record check, and when appropriate, a financial and/or motor vehicle history.

The University of Pikeville is an equal opportunity employer committed to assembling a diverse, broadly trained faculty and staff. The University of Pikeville does not discriminate based on race, ethnicity, color, sex, gender, gender identity, sexual orientation, religion, national origin, age or disabilities in its programs, activities, hiring, or the admission of students.

For more information about the University of Pikeville, please visit <http://www.upike.edu>. Interested applicants should complete the online application by visiting <https://www.upike.edu/offices/human-resources/careers/>. In addition to the application, interested applicants are requested to attach to their application a letter of interest, current resume, and the contact information for three to five professional references.