

## Center for Sight & Hearing Position Description

**Position Title:** Program Assistant – Vision Team  
**Status:** Non-Exempt, Full Time  
**Reports To:** Director of Clinic Operations  
**Department:** Professional Services

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### **Position Purpose**

The Program Assistant to the Vision Team provides excellent customer service through interaction with CSH patients, clients, visitors, and CSH internal departments. Responsibilities include greeting patients, clients, and visitors in a professional and friendly manner; fielding, prioritizing, assigning, and following up on inquiries about CSH programs and services; maintaining confidential information and provider schedules; coordinating all aspects of training, education, support, and social group events; managing lists of referral sources for outreach purposes; and performing clerical and reporting functions related to grant administration.

### **A. Position Requirements**

- **Knowledge & Education**
  - Associates degree or minimum of 3 years relevant experience or training
  - Proficient in Microsoft Office Software (Excel, Outlook, PowerPoint, Publisher, Word)
  - Experience with electronic medical record software and medical terminology
  - Experience with medical payers and products, including Medicaid, Medicare and health insurance companies
  - Knowledge of HIPAA protocols and guidelines
  - Knowledge of and use of Assistive Technology (AT) products is a plus
  - Working knowledge of marketing and communications principles
  
- **Skills**
  - Excellent customer service and communication skills
  - Outstanding organizational skills
  - Ability to multitask, meet deadlines, and adapt to a given situation with tact and diplomacy
  - Ability to work independently within a team and prioritize own work and the work of others
  - Accuracy, punctuality, and dependability
  - Ability to maintain confidential information

### **B. Essential Job Functions**

1. Complete any goals, objectives, and written reports related to State Grant requirements
  - Manage inquiries on CSH low vision services, prioritize and refer to the appropriate provider, information, or resources and follow up as needed
  - Coordinate patient scheduling on behalf of the Vision Team; maintain patient electronic medical records including billing information
  - Complete program reporting requirements in a timely manner; regularly work with CSH Finance staff to reconcile grant reporting and spending requirements
  - Conduct exit meetings with individuals to provide input and feedback on the programs
  - Work with vendors on products and devices to purchase for program
  - Maintain a list of referral sources for outreach, including primary care and specialist physicians, optometrists, audiologists, and other sources, such as vocational rehabilitation

counselors, community organizations, area agencies on aging, health departments, school systems, and vendors to provide the best possible outcomes for individuals

- Coordinate social groups, support groups, exhibits, workshops, and presentations for Vision Team staff
- Review and make recommendations to improve Vision Clinic and other CSH policy and procedure manuals; update as directed
- Attend Vision Team meetings.
- Inventory and order clinic supplies

2. Other Center Functions

- Actively work towards the goals and objectives of the strategic plan
- Participate in employee meetings, training, and activities
- Support CSH fundraising events
- Maintain CPR and First Aid certification offered by the Center
- Maintain confidentiality of all CSH, employee, and patient/client activities
- Actively participate in direct marketing of CSH programs and services
- Other duties as requested

3. Problem Solving/Decision Making

- Prioritize own work and the work of others
- Develop long-range objectives and plans to meet job duties
- Check the quality and timeliness of own work
- Determine additional training needed to improve own work performance

4. Office Equipment Used

- Telephone, voice mail, computer, copier, scanner, printer, fax machine, shredder

5. Physical Requirements

- Understand what others say to you
- Work with individuals with disabilities
- Hear and speak on the phone
- Ability to sit for long periods
- Occasionally lift up to 20 pounds

**The Center for Sight & Hearing conducts reasonable background checks for all positions.**

*I have read the contents of this position description and understand that it is an overview of the position and that I accept the responsibilities of this position.*

Employee: \_\_\_\_\_  
(print name) (signature) (date)

*This position description in no way states or implies that the above are the only duties to be performed by this employee or that this is an employment contract. This position description is not meant to be an exhaustive list of job duties. Essential elements and functions may change when necessary.*

*The Center for Sight & Hearing provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics.*