

Medical Office Coordinator

Job Code: 6951

Salary Grade: C05

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Provides assistance to a clinic by being the initial contact, maintaining records, acting as a physician liaison, gathering information, providing counseling, managing complaints, developing contracts, maintaining supplies, coordinating surveys, and providing billing assistance.

- Serves as the initial contact employee within the clinic for all associated entities.
- Maintains comprehensive patient records and files to ensure proper documentation.
- Serves as a liaison between physicians and patients.
- Gathers medical and other related information from clinic patients.
- Analyzes information and refers to designated physician.
- Gathers verbal and written feedback from patients, physicians, and service providers.
- Provides counseling to patients and family members.
- Discusses health care to be provided and who will be providing the care.
- Answers any questions or refers to appropriate personnel.
- Manages complaints from all sources including patients, staff, and physicians.
- Intercedes with physician and initial complaint.
- Works in conjunction with Clinic Administrator to address complaints.
- Develops contracts with medical professionals providing services to patient to ensure compliance.
- Maintains supplies for the clinic by ordering and tracking supplies.
- Coordinates the distribution of monthly patient satisfaction surveys.
- Provides billing and coding assistance. Evaluates and codes all invoices for payment.
- Stays abreast of all laboratory and insurance requirements.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: Bachelor's degree.

Equivalency/Substitution: Will accept 48 months of experience in an outpatient clinic performing related duties in lieu of the Bachelor's degree for a total of 60 months related experience.

Will accept an Associate's Degree and 24 months of experience in lieu of the Bachelor's degree for a total of 36 months related experience.

Experience:

- 1 year experience in an outpatient clinic performing related duties.

Certifications or Licenses:

• None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Working knowledge of clinic procedures
- Working knowledge of billing and coding processes
- Ability to use a computer and calculator
- Knowledge of Microsoft Office Suite (Outlook, Excel, and Word)
- Excellent interpersonal skills
- Ability to work as a team member
- Ability to complete tasks in an efficient and timely manner
- Must be detail oriented
- Ability to multitask, be organized, and self-motivated
- Ability to communicate verbally and in writing



Working Conditions

Physical:

Sit for prolonged periods. Communicate effectively and listen. Use of a computer and telephone. Stand, bend, stoop, and reach.

Environmental:

Standard Clinic Environment. Exposure to infectious diseases.

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