



## **AUTHORIZATION CLERK**

### **POSITION OBJECTIVE/SUMMARY:**

This position is one of the most important functions in the health care delivery system and the first point where contact is made personally or by telephone. The person will receive the patient and direct them to the services needed. Making appointments and making preliminary assessment category of payment for patients are essential before provider can see them.

### **MINIMUM REQUIREMENTS:**

- Must have minimum of 2 years' experience in a medical office
- Must have excellent customer service and patient care skills
- Ability to work under pressure.
- Ability and willingness to treat all patients with the utmost kindness and consideration in the most trying situations.
- Friendly personality with the desire to work with the public.
- Ability to handle multi-functions.
- Understanding of community based organizations.
- Communicate patients' problems to the medical staff.
- Knowledge of office functions.
- Ability to relate to the public regardless of ethnic, religious and economic status.