

POSITION POSTING

DATE POSTED:	5/4/2026
TITLE:	Clinical Services Assistant
CLASSIFICATION:	Full-time; FLSA Non-Exempt; Classified
PAY RANGE:	Starting rate is \$18.67 per hour; Commensurate with experience
WORK HOURS:	Days and hours of work may vary
IMMEDIATE SUPERVISOR:	Operations Manager

POSITION OVERVIEW:

The Clinical Services Assistant facilitates the smooth transit of patients through the community health center and provides a range of critical tasks that support an efficient, effective and financially sustainable program. This position ensures an orderly and appropriate atmosphere in the health center. The Clinical Services Assistant participates in the ongoing evaluation of health center operations to assure the delivery of high-quality services that support the financial sustainability of the program.

ESSENTIAL DUTIES:

- Reviews and prepares the daily schedule for medical and dental staff, monitoring the schedule and seeking to keep the schedule full. Answers the telephone, schedules patients for appointments and greets patients coming into the health center.
- Registers patients in health center Practice Management (PM) system (verifying, updating, and correcting name, address, phone numbers, insurance status, etc.); ensuring each patient coming in for services has an accurate record; creating new records when needed.
- Confirms with insurer (via PM, payer portal or telephone) that the patient is covered by that insurance, verifies coverage limitations and eligibility for the services to be provided, and determines the patient's estimated co-payment responsibility.
- Assists patients in completing medical and dental history, consent and financial forms, if necessary.
- Completes the check-out process with the patient; collects co-pays and outstanding balances on patient accounts; schedules follow-up appointments as needed to complete the treatment plan.
- Manages the prior approval/authorization process when applicable—submits required documentation (via mail and/or computer as appropriate); monitors and tracks status of requests.
- Triage walk-in or emergency patients in accordance with the clinic's walk-in/emergency policy and works with those who meet emergency criteria into open slots in the daily schedule; schedules future appointments as available for patients whose needs are not urgent or emergent.
- Manages tasking inbox for patient and provider inquiries; follows up with patient as appropriate.
- Reconciles daily payments and prepares deposits.
- Inputs patient data into disease registries/tracking systems as appropriate.
- Obtains, scans, files, and maintains patient medical information and records for use.

- Performs photocopying, scanning, and other clerical duties.
- Assists in performing billing duties and generates monthly reports.
- Prepares necessary and required reports for state and grant records.
- Notifies supervisor or other appropriate staff of conflicts or problems.
- Opens and distributes mail.
- Maintains organized and neat workstation.
- Attends trainings and meetings, as required.
- Opens and closes health department doors.
- Responsible for following HIPAA guidelines.

Patient Centered Medical Home Environment:

- Participates as a member in a team-based care approach.
- Assists with training activities, data collection, policy and procedures implementation and workflow changes related to the PCMH model.
- Collaborates with team relative to training needs for PCMH requirements and sustainability.
- Assists in resolving operational problems. Assists in the assessment of operational processes and makes suggestions to establish effective PCMH outcomes.
- Implements and promotes best practices to improve workflow.
- Supports electronic health records to ensure the team is using the software to its maximum potential.
- Participates in program evaluation and quality improvement activities.

Miscellaneous

- Assists agency and community in preparing for, responding to, withstanding and recovering from public health emergencies.
- The ability to drive to off-site locations, as required.
- Observes confidentiality of client and agency information.
- Complies with the policies and procedures of the Wood County Health Department, including the Motor vehicle and equipment policies.
- Adheres to both federal and state civil rights and anti-discrimination laws.
- Engages in personal career growth and development activities.
- Regular and punctual attendance.
- Other duties as assigned.

REQUIRED QUALIFICATIONS:

- High school degree or equivalent.
- Medical office experience.
- Valid Ohio Driver's License. Must maintain license throughout employment.

PREFERRED QUALIFICATIONS:

- The ability to speak and translate Spanish is preferred.

KNOWLEDGE, SKILLS, ABILITIES:

- Ability to provide proof of current automobile insurance
- Ability to successfully pass a background check
- Knowledge of public health laws, regulations and standards as defined by federal, state and local governments.

Final candidates must successfully pass a background check and provide proof of current automobile insurance.

An individual who poses a direct threat to the health and safety of others in the workplace will be deemed not qualified for this position.

Application materials accepted until:	The position is filled.
Required documents:	Wood County Application for Employment, cover letter, resume, contact information for at least three professional references. The Wood County Application for Employment can be found here: https://woodcountyhealth.org/career-opportunities/ Application materials submitted without all required documents will be considered incomplete.
Submit application materials to:	Recruitment and Development Coordinator 1840 East Gypsy Lane Rd. Bowling Green, OH 43402 419-352-8402 Ext. 3201 Email to: WCHDHumRes@woodcountyohio.gov

The Wood County Health Department is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Health Department provides reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. If you have a disability and would like to request an accommodation to apply for a position with the Wood County Health Department, please email WCHDHumRes@woodcountyohio.gov or call 419-352-8402 Ext. 3201.