



**NHCI Job Posting
May 8, 2017**

**Scheduling Team Leader
(Medical/Dental)
40 Hours**

Neighborhood Health Clinics, Inc. is accepting applications for a Scheduling Team Leader to oversee the daily activities of the scheduling department including supervision of schedulers and ensuring that provider schedules are maximized and appointments are scheduled according to clinic protocol. Position reports to the VP/Chief Operating Officer.

Specific duties include:

- Assists the VP/Chief Operating Officer in the day-to-day management of scheduling.
- Coordinates work assignments and schedules of the Schedulers to ensure optimum patient flow.
- Monitors scheduling functions and ensures that provider schedules are being maximized.
- Ensures that patient appointments are scheduled accurately and incoming calls are handled in a prompt and courteous manner.
- Actively participates in patient compliant procedures.
- Resolves patient scheduling issues in a timely manner.
- Develops and maintains system for tracking failed appointments. Ensures that NHCI's policy regarding excessive failed appointments is enforced.
- Prepares and distributes provider availability report on a weekly basis.
- Conducts audits to ensure staff are performing duties in accordance with NHCI policies and procedures.
- Ensures department is functioning well as a team.
- Prepares staff time cards for payroll processing. Monitors staff attendance, tardiness, and overtime trends.

Full time position with benefits. High School diploma or GED and advanced medical office training. Prefer Associates Degree in Medical Assisting or certification as a medical office specialist. Minimum of three years of work experience in a medical, public health, or social service agency. Minimum of one year of supervisory responsibility. Prefer experience with medical practice management systems. Additional appropriate education may be substituted for one year of work experience. Interested candidates should send a resume along with a cover letter to NHCI Human Resource Department at: P.O. Box 11949, Fort Wayne, IN 46862 or by email at HRDEPT@NHCI.ORG or fax (260) 969-2911. Neighborhood Health Clinics is an Equal Opportunity Employer.