

ALBUQUERQUE AREA INDIAN HEALTH BOARD, INC.
POSITION DESCRIPTION

POSITION: Audiology Assistant

REPORTS TO: Audiology Program Manager

FLSA STATUS: Non-Exempt

SUPERVISION EXERCISED: NA

GENERAL DESCRIPTION: Works under the general supervision and guidance of the Accounting Technician. Performs administrative support for Audiology, telephone coverage and general reception. Maintains communication with audiology patients in matters related to selling and dispensing hearing aid batteries. Serves as the primary contact to audiology patients. Processes incoming and outgoing hearing aids. Provides training to the receptionist trainee.

MAJOR DUTIES:

- Checks in hearing aids, logs into database and coordinates with various hearing aid vendors to receive hearing aids in a timely manner.
- Distributes hearing aids to audiology personnel.
- Prepares shipment of hearing aids to hearing aid manufacturers on a daily basis.
- Sends hearing aids to clinics or patients using certified mail.
- Mails out reports and letters, correspondence from Audiologists to patients.
- Forwards messages and/or audiology patient concerns to audiologists who are out in the field.
- Assists audiology patients with general inquiries.
- Orders office supplies for Audiology Program.
- Serves as the point of contact for walk in audiology patients.
- Files patient information for audiologists.
- Creates and modifies documents using MS Office software, Word and Excel.
- Provides assistance as needed when Audiology Technician are out of office.
- Processes mail when Accounts Payable Clerk is out of office.
- Processes Accounts Payable when Accounts Payable Clerk is out of office.
- Keys hearing aid invoices into accounting AP software.
- Maintains hearing aid log: devices ordered, devices received and payments received.
- Prints payments to hearing aid vendors; gets checks signed and mails out.

KNOWLEDGE REQUIREMENTS:

- Excellent computer skills, familiar with spreadsheet and word processing applications.
- Understanding of Indian communities and culture.

- Ability to establish and maintain harmonious working relationships with employees, community members and other persons making contact with the Health Board.
- Good judgment.
- Ability to maintain confidentiality.

QUALIFICATIONS:

- High School Diploma and one year administrative or customer service experience.
- Excellent customer service and telephone skills.
- Mature judgment and professionalism to handle office matters with a high level of discretion.
- Superior dependability including excellent attendance and punctuality.
- Ability to operate a motor vehicle and possess a valid State driver's license.

WORK CONDITIONS/PHYSICAL REQUIREMENTS:

- Work is performed in a typical interior/office environment.
- Talk, hear, sit for an extended period of time, stand; use hands to handle objects, equipment, controls and reach with arms and hands.
- Come in direct daily contact with staff and public.
- Noise level is usually minimal.
- Drive company-leased vehicle for company related business.

PREFERENCE:

Qualified American Indian applicants will be given preference in accordance with the exemption provided under Title VII of the Civil Rights Act of 1964.