UNIVERSITY OF SOUTHERN CALIFORNIA

Student Health Center Service Coordinator

Job Code: 143247

Grade: 00
OT Eligible: Yes
Comp Approval: 10/19/2012

JOB SUMMARY:
Counsels prospective and current undergraduate and graduate students and families on Engemann Student health Center services. Communicates various options of student health insurance programs, policies, procedures, requirements, deadlines, etc. to prospective and existing students and their families via telephone, email, and online platforms. Conducts appointment and scheduling requests using health center internal systems. Performs student health inquiry analysis and provides historical review of business needs via internal and university systems and email communications. Handles student health insurance matters and serves as liaison between students and health insurance division or insurance providers. Assists in administering special programs such as faculty advisor, peer tutorial, advisor and honor groups, and orientation events.

JOB ACCOUNTABILITIES:

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- Counsels prospective and current undergraduate and graduate students and families on Engemann Student Health Center services. Provides critical and general information for all divisions within the health center to inquirers such as student health insurance programs, policies, procedures, requirements, deadlines, etc. by telephone, email, correspondence and in-person.

- Performs student health inquiry analysis and provides historical review of business functions and needs via internal and university systems and email communications. Assesses general inquiries, critical issues and life threatening situations in order to provide appropriate service.

- Handles student health insurance matters related to coverage, student status, graduation timelines, maximum benefit, out-of-pocket costs, minimum unit/credit requirements and limitations.

- Serves as liaison between students and health insurance division or insurance providers regarding problematic student issues to facilitate resolution.

- Conducts appointment and scheduling requests using health center internal systems. Analyzes student needs and priority for multiple requests keeping in mind timing and demand, peak season availability and professional resource issues or limitations.

- Evaluates student problems and refers students to appropriate student services office for additional counseling, as needed. Liaises with other offices on behalf of students to facilitate problem resolution.

- Reviews, researches and analyzes reasons for student contact in an effort to provide division with trends related to seasonal flows, student requests, streamline processes and opportunities, etc. Assesses findings and potential impact to services and policies.
Advises student organizations. Assists in administering of special programs such as faculty advisor, peer tutorial, advisor and honor groups, and orientation events. Presents or assists with presenting a comprehensive overview of student health center services provided by the university at orientation events.

Assists in preparation or updating of knowledge database articles and documents as directed by communications coordinator or director.

Participates in divisional meetings providing student perspective and cross-training expertise. Serves as "voice of the customer" regarding current programs and potential modifications.

Prepares documents and status and/or ad hoc reports using internal software, various customer service information, records, scheduling notes, clinical and patient requests, messaging, etc.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
- [ ] No
- [x] Yes

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- Combined experience/education as substitute for minimum education
- Bachelor's degree

**Minimum Experience:**

- 2 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

- Customer service experience. Demonstrated excellent interpersonal, oral, written and listening skills. Experience in high-pressure and multi-tasking environment. Flexible schedule and understanding of highly seasonal environment is essential.

**Preferred Education:**

- Bachelor's degree

**Preferred Field of Expertise:**

- Directly related experience in customer and/or student services in a higher education or medical facility.

**Skills: Administrative:**

- Answer telephones
Clinical documentation
Communicate with others to gather information
Compose letters
Coordinate events
Counseling
Customer service
Gather data
Input data
Interpersonal skills
Prioritize different projects
Research information
Schedule appointments
Understand and apply policies and procedures
Use database and/or word processing software
Writes memorandums for own signature

Skills: Other:
Active listening
Analysis
Assessment/evaluation
Conflict resolution
Knowledge of applicable laws/policies/principles/etc.
Networking
Organization
Planning
Problem identification and resolution
Public speaking/presentations

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May oversee student, temporary and/or resource workers.

SIGNATURES:
Employee: ___________________________ Date: ___________________________
Supervisor: ___________________________ Date: ___________________________
The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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