

## AUDIOLOGY ASSISTANT – FULL TIME

### Job Description

ENT Consultants is in search of a detail-oriented and self-motivated individual to join our audiology department and assist in providing superior health care and service to our patients. Applicant for this position must have strong organization, time-management, and communication skills, in addition to the ability to think critically and problem solve. Previous experience in audiology is not required but prior health care experience is preferred.

### Job Responsibilities

The audiology assistant will directly assist our office's audiologists at both the Dakota Dunes, SD and Sioux City, IA office locations. Specific job tasks are delegated by the audiologists and may vary each day. Job responsibilities of the audiology assistant include but are not limited to:

- Schedule audiology patients and review clinic schedule for errors that could impact customer satisfaction or clinic functioning.
- Manage audiology phone calls for patient troubleshooting, scheduling, manufacturer communication, patient referrals, etc.
- Package and mail orders, repairs, and manufacturer returns.
- Check in new hearing aid orders and repaired devices.
- Prepare hearing aid fitting devices including data entry, tracking, and invoice management.
- Maintain inventory of supplies and check audiology equipment to ensure it is functioning properly.
- Check and clean hearing devices. This may include performing minor repairs and troubleshooting under direct supervision of audiologists.
- Assist audiologists with set up and appointment preparation. This may include preparing necessary paperwork, preparing ear mold impression materials, cleaning the clinic room, and preparing the test area.
- Assist audiologists with pediatric hearing evaluations when needed.
- Assist with infection control and cleaning clinic rooms in-between patient appointments.
- Communicate with outreach facilities to coordinate services.
- Verify hearing aid benefits through insurance and assist with obtaining prior authorizations when necessary.
- Utilize and maintain electronic health record and audiology OMS for data entry, scanning, and tracking.

### Job Requirements

The audiology assistant is expected to use effective communication, be flexible to changes in job tasks each day, have a positive attitude and manage time well. The audiology assistant will directly interact with patients in person and over the phone and should display a caring and friendly attitude. The requirements of this position include:

- High school diploma
- Work at both offices in person
- Full time hours Monday-Friday