



Operations Support Specialist I (OSS-I) - Clinic- Staff - California Northstate University, Sacramento , California, USA

POSITION TITLE : Operations Support Specialist I (OSS)- Clinic

REPORTS TO : Business Office Manager

CLASSIFICATION : 1.0 FTE, full time, Staff non-exempt

WORK SCHEDULE : Monday-Friday,

CLOSING DATE : Open until filled

SALARY : **\$26.50 per hour**

LOCATION: **2201 Broadway, Sacramento, CA.**

Position Summary:

The Operations Support Specialist I- Clinic (OSS) is a key member of the dental clinic team, serving as the primary point of contact for patients, managing front desk operations, coordinating appointments, and overseeing financial and insurance-related responsibilities. This role ensures smooth day-to-day clinic operations while providing excellent patient service, accurate insurance and billing management, and comprehensive support to providers and clinical staff.

Key Responsibilities:

Category 1: Job Knowledge, Task Execution & Technical Competence

Duties and Expectations

1. Accurately operates multi-line phone systems, visitor management systems, scheduling platforms, intake systems, insurance verification tools, billing systems, and electronic health record (EHR) platforms.
2. Applies front-desk protocols, greeting standards, patient intake procedures, and institutional policies consistently and correctly.
3. Performs patient intake activities, including assisting patients with new-patient documentation, health history forms, and required disclosures.
4. Completes appointment booking and scheduling with all required demographic, insurance, and appointment-related information accurately entered into patient records.
5. Ensures complete and accurate patient and insurance verification, including eligibility, benefits, and coverage documentation.
6. Prepares, updates, and maintains patient charts, electronic health records, treatment documentation, demographic data, insurance records, and supporting administrative documentation in accordance with established procedures.
7. Maintains accurate sign-in logs, appointment records, visitor documentation, and required clinic tracking logs.



8. Submits insurance claims using established systems and procedures and performs routine follow-up on outstanding claims as assigned.
9. Collects patient payments at the time of service, processes transactions accurately, issues receipts, and maintains proper financial documentation.
10. Reconciles daily deposits and maintains accurate patient financial records in accordance with institutional procedures.
11. Closes out patient encounters by confirming payments have been collected and future appointments scheduled, as appropriate.
12. Independently performs routine reception, intake, scheduling, insurance, payment collection, and administrative duties in accordance with established SOPs and referenced policies.
13. Performs general office and operational support tasks, including filing, scanning, photocopying, opening and closing the clinic, preparing workstations, and maintaining reception and waiting areas.
14. Maintains a current set of operational desk procedures and organizes documentation for periodic supervisory review or when operational processes change.
15. Adheres to privacy, confidentiality, and data protection requirements when handling personal, medical, or institutional information, including FERPA, HIPAA, and other applicable regulations.

Category 2: Operational Coordination, Communication & Workflow Support

Duties and Expectations

1. Communicates clearly, professionally, and respectfully with faculty, staff, students, patients, vendors, and external visitors.
2. Coordinates appointment scheduling activities, including rescheduling, cancellations, waitlists, and follow-ups, to support clinic efficiency and patient access.
3. Provides timely notifications to providers, departments, and clinical staff regarding patient arrivals, schedule changes, insurance issues, or operational needs.
4. Supports workflow continuity by ensuring messages, documentation, financial handoffs, and task transitions are complete, accurate, and timely.
5. Collaborates with financial and administrative staff (including the Financial Coordinator) to support insurance follow-up, payment coordination, accounts receivable activities, and resolution of billing discrepancies.
6. Communicates scheduling, insurance, financial, and procedural information to patients in a clear and professional manner.
7. Assists patients in understanding treatment-related financial information, including costs, insurance responsibilities, and available payment options.
8. Responds to patient inquiries regarding insurance claim status, billing concerns, and payment arrangements while supporting overall clinic workflow.
9. Coordinates and supports approved collection-related activities, including preparing accounts for collections or small claims in accordance with institutional protocols.
10. Escalates unusual, sensitive, or time-critical issues in accordance with established protocols and institutional guidelines.
11. Contacts patients on waitlists to fill appointment openings and promptly communicates schedule changes or cancellations to maintain continuity of care.



12. Assists with patient flow by escorting or assisting patients to appointment areas or chairs when needed or requested, coordinating with clinical staff.

Miscellaneous Duties:

- Perform other related duties as assigned or requested.

Minimum Qualifications:

- High school diploma or equivalent required; Bachelor's degree in accounting, finance, healthcare administration, or related field strongly preferred.
- Background check and up-to-date immunizations, including COVID-19 boosters.
- Proficiency in Microsoft Office (Word, Excel, Outlook) and ability to learn dental or medical scheduling software.
- Strong organizational, analytical, and financial skills.
- Excellent customer service, interpersonal, and communication skills.
- Knowledge of dental terminology and clinic operations.
- Ability to maintain patient confidentiality and comply with HIPAA standards.

Preferred Qualifications:

- 2+ years of experience in a medical or dental clinic.
- Experience with insurance billing, dental terminology, and CDT codes.
- Certification in office administration, medical administration, or related field.
- Multilingual skills a plus.

Application Instructions:

Please submit your cover letter, resume/CV, list of references, and any additional supporting materials to yer.thao@cnsu.edu or HR@cnsu.edu with the subject line "The Operations Support Specialist I- Clinic- Review of applications will begin immediately and continue until the position is filled.

Equal Employment Opportunity Statement:

California Northstate University is committed to providing equal employment opportunities to all employees and applicants, regardless of protected characteristics such as race, color, religion, sex, national origin, age, disability, or veteran status.