

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

**Technical Clerk
Student Health Services
Regular Part-Time Position (82.5%)
Position Number 406120**

General Description

The Technical Clerk is under general supervision of the Director of Student Counseling and Health Services and direct supervision of the Medical Program Facilitator. The incumbent has primary responsibility for in-house patient appointments, billing and maintenance of student immunization records.

Primary Duties and Responsibilities

- Schedule patient appointments for women's health, referrals and follow-up.
- Monitor patient appointment "no-shows" and bill accordingly.
- In concert with the Medical Program Facilitator, monitor patient appointments for patterns and allocation of health care provider resources.
- Process billing and medical coding for payment by individual patients and for payment by insurance companies.
- In concert with the Medical Program Facilitator, maintain student immunization records for all newly admitted, transfer and re-admitted students.
- Process STAR report participants for TBR immunization compliance prior to Transition programs.
- Receive patients/visitors to Boyd Health Services, answer questions and direct individuals or phone calls as appropriate.
- Coordinate contacts in emergencies as directed.
- Issue temporary handicapped parking decals in collaboration with APSU Public Safety Office.
- Supervise the processing and routing of incoming mail to appropriate Boyd Health Services personnel.
- Plan and implement student staff work procedures to insure required deadlines are met and work flow is properly prioritized and expedited.
- Assist the Medical Program Facilitator in managing inventory of office supplies and equipment and equipment usage data.
- Provide administrative support for the Director of Student Counseling and Health Services, the Medical Program Facilitator, Family Nurse Practitioners, Physicians and LPN.
- Assist, address and solve problems to maintain office harmony.
- Maintain general files and patient confidential charts.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.

Essential Functions continued

- Ability to efficiently use Boyd Health Services immunization and billing programs.
- Ability to work effectively and efficiently in a multi-tasking environment with minimal supervision.

Required Minimum Qualifications

- High school graduate or equivalent.
- Two years of experience in a medical office or similar setting.
- Keyboarding exam and score of 50 wpm.
- A background check will be required of the successful applicant.

Additional Preferred Qualifications

- University experience.

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