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White Stone Healthcare Resources, LLC is a Service-Disabled Veteran-Owned Small Business (SDVOSB) certified by the VA. We have provided clinical staffing to the Department of Defense, VA, the Indian Health Service, and private industry since 2004. We differentiate ourselves by our responsiveness, our focus on employee satisfaction, and unsurpassed customer service to both employees and clients. We invite you to visit our website ([www.whitestoneLLC.com](http://www.whitestoneLLC.com)) and read our [Google reviews](#) that provide insight into our company.

**To apply for this job:** Carefully read the details of this job posting. If you feel, with your skills and experience, you would perform well in this position, respond to this post by submitting your resume through our website. Be sure your resume contains your **1) email address** and **2) phone number**.

*If you are an individual with a disability and require a reasonable accommodation to complete any part of the application process, or are limited in the ability or unable to access or use this application process and need an alternative method for applying, you may contact Ruth at [rsherred@whitestoneLLC.com](mailto:rsherred@whitestoneLLC.com) for assistance.*

## **Fairfax Health Center Full-Time Appointment Clerk, Fairfax, VA**

### **CRITICAL TO KNOW**

**Job Overview:** This position requires a variety of clerical duties in support of patient care and treatment.

**Job Type:** Full-Time Permanent (40 hours per week); 11:30 AM – 8:00 PM EST

**Job Location:** 4375 Fair Lakes Ct., Fairfax, VA 22033

**Compensation:** \$15.11/Hr.

**Benefits:** Medical, dental, vision; Accidental Death & Dismemberment (AD&D); short- and long-term disability; life insurance; 401K plan with employer contributions, PTO, Sick Time, and more.

**REQ ID #:** HEA-21-00025

*(Cont'd on next page)*

## JOB QUALIFICATIONS

Successful applicants for this position as Appointment Clerk shall have the following qualifications:

- **Mandatory:** Able to pass a Government security clearance
- **Mandatory:** Must be a U.S. citizen
- **Mandatory:** A high school diploma or GED equivalent
- **Preferred:** Successful completion of a Medical Assistant training course or Associates in Medical Assisting from an accredited college preferred
- **Mandatory:** One (1) year of related and relevant experience
- **Mandatory:** Able to work 11:30 AM - 8:00 PM EST, Monday – Friday
- **Mandatory:**
  - Have and maintain current certification in Basic Cardiac Life Support (BLS)
  - Able to understand, read, and write English well enough to effectively communicate with patients and other staff members
  - Must have knowledge of computer operations and proficiency in the use of basic word processing, data entry, and automated records
  - Familiar with Microsoft Office applications Excel, PowerPoint, Word, and Mail

## ESSENTIAL FUNCTIONS

- Has sufficient knowledge and skills to record and maintain accurate records. Prepare reports and be able to utilize computer data systems in these processes.
- Answers inquiries and obtains information for general public, customers, visitors, and other interested parties.
- Provides information regarding activities conducted at establishment, location of departments, offices, and employees within organization.
- Performs a variety of receptionist and other clerical duties in support of patient care for the family practice, or like clinic, in Fairfax Health Clinics (FHCs). This includes but is not limited to open access scheduling and assisting in creating a patient-centered health clinic.
- Verifies patient information in Composite Healthcare System (CHCS). If information is incorrect, updates information to include Other Health Insurance (OHI).
- Ensures all treatment requested by the provider has been scheduled/ordered.
- Receives calls from beneficiaries seeking Primary Care or Specialty Referral Appointments.
- Assists with other duties as needed and assigned.

### **PHYSICAL DEMANDS**

The physical and environmental demands of this position are as follows:

- Regular attendance required
- Occasional standing and bending
- Considerable walking
- Lifting and carrying medical equipment/files
- Moderate stress
- Position may require long hours during critical deadlines
- Prolonged telephone use
- Prolonged work on a PC/Computer

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment ranges regularly from quiet to loud.

### **DISCLAIMER**

Cooperative, positive, courteous, and professional behavior and conduct is an essential function of every position. All employees must be able to work with others beyond giving and receiving instructions. This includes getting along with co-workers, peers, and management without exhibiting behavior extremes. Job functions may require personal leadership skills such as conflict resolution, negotiating, instructing, persuading, speaking with others, as well as responding appropriately to job performance feedback from the supervisor. Additionally, the information contained in this job description has been designated to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position.