



## **Administrative Assistant – Front Office Scheduler (Speech & Audiology)**

**HEAR Center** | Pasadena, CA (301 E. Del Mar Blvd., Pasadena, CA 91101)

**Status:** Part-time | Non-Exempt (Hourly: \$19-\$23)

**Schedule:** Monday–Friday (24 hours)

**Reports to:** Front Office Manager

### **About HEAR Center**

HEAR Center is a Pasadena-based nonprofit clinic dedicated to providing complete and affordable hearing and speech services at every stage of life—so children and adults can communicate, learn, and thrive.

### **Position Summary**

The Administrative Assistant – Front Office Scheduler is a key member of the clinic’s front office team. This role partners closely with the Front Office Manager to coordinate and schedule audiology and speech-language pathology services, maintain accurate patient records, support intake and authorization workflows, and deliver a welcoming, professional experience for clients and families.

This position requires excellent customer service, strong attention to detail, and the ability to manage multiple priorities while protecting confidentiality and complying with applicable privacy requirements.

### **Primary Responsibilities**

The essential functions include, but are not limited to:

#### **Scheduling & Clinic Coordination**

- Schedule, confirm, reschedule, and cancel audiology and speech therapy appointments in accordance with clinic protocols and provider availability.
- Coordinate schedules to support clinic flow (e.g., evaluation vs. therapy visits, multiple family members, interpreter needs, test equipment availability).
- Use established scripts and guidelines to provide accurate scheduling information (arrival times, paperwork, reminders, parking/arrival instructions, cancellations/no-show policy as applicable).
- Monitor and maintain scheduling accuracy to reduce gaps, prevent double-booking, and support productivity.

#### **Patient Communication & Front Desk Support**

- Answer phones promptly, route calls appropriately, and respond to scheduling requests and general clinic questions with empathy and professionalism.



- Assist Front Office Manager to greet clients, assist with check-in/check-out processes, and maintain a calm, service-oriented front office environment.
- Coordinate communication between families and clinical staff for scheduling-related needs, documentation requirements, and next steps.

### **Intake, Records & Data Quality**

- Support the collection and enter demographic information, referral details, and required forms into the clinic's system(s) in coordination with the Front Office Manager.
- Maintain and update patient records accurately (contact details, insurance information, referral/authorization notes, appointment history).
- Scan/upload documentation and ensure files are complete, organized, and audit-ready in coordination with the Front Office Manager.

### **Office Operations & Team Support**

- Maintain front office logs, shared trackers, and task lists; follow standard operating procedures (SOPs).
- Support administrative tasks such as filing, copying, mailing, supply organization, and basic reporting as assigned.
- Participate in cross-training and provide coverage for front desk functions as needed.

### **What a Best-Practice Clinic Scheduler Owns**

This role is successful when the scheduler consistently delivers:

- Accurate schedules (right patient, right provider, right service, right date/time)
- Complete scheduling prerequisites (required forms, referral/authorization status flagged, correct contact/insurance info)
- Clear communication (clients know what to expect and what to bring)
- Confidentiality and professionalism in every interaction
- Reliable documentation (notes and updates entered the same day whenever possible)

### **Qualifications**

#### **Required**

- 1+ year experience in a front office, medical office, or high-volume customer service setting (clinic scheduling experience strongly preferred).
- Strong phone etiquette and customer service skills; ability to communicate with sensitivity and clarity.
- Strong attention to detail with accurate data entry skills.
- Ability to prioritize tasks, manage interruptions, and work well under pressure in a busy clinic environment.



- Proficiency with common office tools (email, calendars, spreadsheets) and willingness to learn new systems.

### **Preferred**

- Experience scheduling for therapy services (speech, audiology, occupational therapy, etc.).
- Familiarity with insurance concepts and authorization-dependent scheduling workflows.
- Bilingual Spanish/English is a plus.

### **Core Competencies**

- Patient/customer service mindset
- Scheduling accuracy and follow-through
- Organization and time management
- Professional communication and teamwork
- Confidentiality and sound judgment

### **Work Environment & Physical Requirements**

- Primarily office/front desk environment with frequent phone and computer use.
- Ability to sit or stand for extended periods and perform repetitive keyboarding.
- Ability to lift/move office supplies up to approximately 25 lbs as needed.

### **Compensation & Benefits**

- **Pay Range:** \$19-\$23 per hour (non-exempt).
- HEAR Center offers a benefits package that may include retirement plan options, paid time off, holidays, and health benefits (based on eligibility and current plan offerings).

### **To Apply**

Please send cover letter and resume: [careers@hearcenter.org](mailto:careers@hearcenter.org)

**Equal Employment Opportunity (EEO) & Non-Discrimination:** HEAR Center is an Equal Opportunity Employer. We are committed to creating an inclusive environment for all employees and applicants. Employment decisions are made without regard to race, color, religion (including religious dress and grooming practices), creed, national origin, ancestry, citizenship status, physical disability, mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding and related medical conditions), gender, gender identity, gender expression, age, sexual orientation, military or veteran status, or any other characteristic protected by federal, state, or local law.



**Reasonable Accommodation:** HEAR Center will provide reasonable accommodation to qualified individuals with disabilities and to applicants with disabilities, upon request.

**At-Will Employment:** Employment with HEAR Center is at-will. Either the employee or HEAR Center may terminate employment at any time, with or without cause or notice, subject to applicable law. Nothing in this job description creates a contract or guarantee of employment for any specific duration.

**Background Check (if applicable):** Employment may be contingent upon successful completion of a post-offer background check and/or Live Scan fingerprinting, as permitted by law and consistent with HEAR Center policy.

**Drug-Free Workplace:** HEAR Center maintains a drug-free workplace in accordance with applicable laws and organizational policy.

**Confidentiality & Privacy:** This position requires strict adherence to confidentiality and privacy requirements, including protection of client and organizational information.

**Job Description Disclaimer:** This job description describes the general nature and level of work and is not an exhaustive list. Duties and responsibilities may change at any time with or without notice, consistent with organizational needs.