

# JOB LISTING

## Front Desk Associate

### Natural Care Center

**Position Available: Immediately**

**Post Date: 12/26/2014**

**End Date: Open Until Filled**

Maryland University of Integrative Health is the leading academic institution for integrative health in the nation. For nearly 40 years, MUIH has educated practitioners in health and wellness through transformative and relationship-centered programs that draw from traditional wisdom and contemporary science. MUIH offers graduate degrees and certificates in a wide range of wellness fields, as well as programs for professional and personal development. In our on-campus Natural Care Center and community outreach settings, we provide compassionate and affordable healthcare from student interns and professional practitioners, and deliver more than 35,000 clinical treatments and consultations each year.

Maryland University of Integrative Health is seeking dedicated and cordial people to serve as Front Desk Associates in its busy Natural Care Center (NCC). Reporting to the Assistant Director, the Front Desk Associate supports the operations of the NCC by ensuring excellent customer service to all members of the NCC community, ensuring that patient records for all clients of the NCC are properly handled and processed, and supporting the operations of the professional practitioners. These positions are part-time, approximately 15 to 20 hours per week, working schedules which may vary from week to week.

### Responsibilities/Duties

The Front Desk Associate will:

- Staff the front desk to ensure maximum coverage and customer service
- Provide outstanding customer service to all clients, practitioners, students, and faculty members
- Support all aspects of professional practitioner operations, including file prep, room prep, patient greeting and check-in, and scheduling appointments
- Provide front desk services to all members of the NCC community
- Collect client and resident payments in a careful manner
- Enter patient data into data base and scheduling systems
- Maintain treatment rooms in accordance with MUIH policies and regulatory standards
- Assist the Assistant Director with ordering and inventory maintenance
- Support NCC with billing and patient file management, including patient file archives and storage, as necessary
- Perform other duties as assigned

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## Front Desk Associate

### Natural Care Center

continued (2 of 2)

#### Qualifications

Required:

- High school diploma or equivalent
- 1-2 years of experience processing patient records in a clinic or medical practice
- Familiarity with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- Exceptional interpersonal skills
- Working knowledge of MS Word and Excel
- Superior organizational skills
- Ability to multi-task and shift priorities quickly
- Exceptional ability to maintain confidentiality

Preferred:

- Associate's degree or higher

#### To apply

Interested individuals should forward a resume with a cover letter listing available days/times and desired hourly pay rate to our Office of Human Enrichment at [jobs@muih.edu](mailto:jobs@muih.edu), referencing "1451 – Front Desk Associate" in the subject line of the email.

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Maryland University of Integrative Health is committed to being, communicating, and educating in ways that recognize and honor the full range of human diversity. Applicants are considered on the basis of individual merit without regard to race, color, national or ethnic origin, gender, gender identity, sexual orientation, marital status, pregnancy, age, religion, disability, genetic information, or any other characteristic protected by law.  
Equal Opportunity Employer