



## Operations Specialist (FT) West Omaha

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### Details

<b>Located In:</b> Omaha, NE
<b>Address:</b> 4101 South 120th Street
<b>Zipcode:</b> 68137
<b>Date Posted:</b> September 9, 2015
<b>Department:</b> West Clinic
<b>Function:</b> Operations Specialist
<b>Job Type:</b> Full-time Employee
<b>Compensation:</b> Hourly Wage
<b>Shift:</b> Daytime <i>Typical Business Hours: 8am-5pm, Mon-Fri</i>
<b>Hours:</b> 40 hours per week
<b>Start Date:</b> Immediately
<b>Positions Available:</b> 1
<b>Desired Secondary Language Skill:</b> Spanish
<b>Occupational Category:</b> 43-4051.03 <i>Patient Representatives</i>

### Contact

<b>Name:</b> Human Resources
<b>Address:</b> 4920 S 30th St Suite 103
<b>City, State and Zip:</b> Omaha, NE 68107

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This job offers employees the following benefits:

- 401(k) Retirement Savings Plan
- Accidental Death and Dismemberment
- Bereavement Pay
- Child Care (On-site)
- Continuing Education Program
- Dental
- Dependent Life Insurance
- Dependent-Care Spending Accounts
- Employee Assistance Program (EAP)
- Flexible Spending Accounts
- Free Parking
- Health-Care Spending Accounts
- Life Insurance
- Medical
- Merit Increases
- Paid Holidays

### Description

**OUR WEST OMAHA CLINIC IS ONLY A SHORT 15 MINUTE DRIVE FROM OUR MAIN CAMPUS IN SOUTH OMAHA!**

#### Operations Specialist

OneWorld Community Health Centers, Inc. is a federally qualified health center (FQHC) and is certified as a Level III Patient Centered Medical Home by the National Committee for Quality Assurance (NCQA.) Our mission is to provide culturally respectful, quality health care with special attention to the underserved. Out of 1,400+ community health centers nationwide, OneWorld ranks 12th in clinical quality. OneWorld has also been recognized as the Nonprofit of the Year by the Greater Omaha Chamber of Commerce; the Organization of the Year by the South Omaha Neighborhood Alliance; the Community-Based Agency of the Year by the South Omaha Community Care Council; the Outstanding Nonprofit of the Year by the Center for Reducing Health Disparities at the University of Nebraska Medical Center. We have also received an award from the Better Business Bureau for significant commitment to ethical business practices; and we received six national HRSA awards for Health Center Quality Improvement: Health Center Quality Leaders, EHR Reporters, Clinical Quality Improvers, National Quality Leaders, Access Enhancers, and High Value Health. We work hard to provide high quality health care to the communities we serve, and our efforts are recognized nationally.

The OneWorld family of health centers is the leader in Douglas, Sarpy and Cass counties, providing affordable primary health care in English and Spanish. We maintain an open-door policy, providing treatment on a sliding fee scale according to an individual's income and insurance coverage. Our health care is holistic and patient-centered, and includes medical and dental care as well as support services such as the WIC (Women Infants and Children) food program, breastfeeding classes, behavioral health, social work, case management, diabetic support groups, centering pregnancy, and access to affordable medications through our pharmacy. In addition to health care, we also operate the Learning Community Center of South Omaha.

We are looking for a dynamic Operations Specialist who is passionate about making a difference and impacting others through the delivery of high quality care and strong team work.

#### Qualifications:

- Verbal and written proficiency in English and Spanish required.
- High school diploma or GED preferred.
- Medical office experience preferred.
- Experience in the area of customer service (face to face and phones) required.
- Proficiency in Microsoft Office required.
- Basic operational knowledge of office machinery required.
- Ability to attend workshops, meetings, and/or in-services required.
- Ability to relate with effectiveness to the public, the patients, and the health care providers of the OneWorld Community Health Centers required.
- Exhibition of a positive attitude, enthusiasm, a high level of integrity, and a drive to do the best job possible required.
- Ability to work as a member of a team, analyze and solve problems, and prioritize and organize required.

#### Responsibilities:

- Schedules appointments, pulls and prepares medical charts, and maintains smooth patient flow throughout clinic.
- Receives medical records and places them into patient's chart, completes patient support template accordingly and enters results.
- Promptly and professionally answers incoming telephone calls, identifies caller needs, correctly enters information in the database and efficiently routes the call.
- Greets visitors and patients upon arrival. Ascertains patients' and/or visitors' needs and directs them accordingly. Helps patients to complete registration forms.
- Collaborates with medical team to ensure patient understands treatment plan and financial resources. Helps patients to complete financial applications.
- Serves as an advocate for patients and OneWorld Community Health Centers. Interprets for non-English speaking patients during the medical visit. Provides assistance to patients and visitors by obtaining wheelchairs, or other services as needed. Escorts patients who need help to their destination on campus.
- Maintains confidential electronic health record: documents treatment plan, ensures records are received from referring facilities and enters results. Occasionally faxes notes to referring facilities. Complies with HIPAA guidelines. Ensures privacy and consent forms are obtained.
- Contacts and confirms patient appointment at least one day prior to the scheduled appointment and other needed communication between the clinic and the patient.
- Follows up and documents in database the results of the patient referrals and the outcomes. Reports on progress of referrals on a weekly basis.
- Stays abreast of available social services within the organization and community. Refers and/or prescreens patients to appropriate services based on guidelines.
- Promotes/maintains positive inter and intra department relations. Determines the nature of inquiries and provides general information. Appropriately addresses concerns and/or requests of an urgent nature to medical personnel.
- Monitors appearance of the entrance, lobby and walk areas.
- Contacts facilities management and/or supervisor for assistance when necessary.

Help us make a difference as OneWorld. One Community. One Healthcare Home.

[www.oneworldomaha.org](http://www.oneworldomaha.org)

OneWorld Community Health Centers, Inc. is committed to ensuring equal opportunity and non-discrimination in all hiring and employment practices. We are committed to equal treatment for all applicants and employees and will not discriminate based on age, ancestry, color, disability, gender, gender identity, national origin, race, religion, sexual orientation, veteran status, pregnancy and any other basis protected by law.