

# PATIENT RELATIONS RECEPTIONIST: UECLA

**Southern California College of Optometry (SCCO) at Marshall B. Ketchum University (MBKU) is seeking applicants for the position of Patient Relations Receptionist to join the downtown Los Angeles clinic location.**

Qualified candidates would be expected to:

- Answer the general clinic phone line
- Make appointments
- Help patients with other requests over the phone
- Confirm insurance coverage and educate patient on expected charges for appointments
- Check-in patients when they arrive for appointments (on select days)
- Check-out patients when they are finished with their appointment (on select days)
- Maintain and comply with COVID-related protocols
- Provide administrative support as part of the team by:
  - Helping confirm appointments
  - Helping pull insurance authorizations for appointments
  - Assisting with maintenance of patient educational materials
  - Participating in processes required to maintain optimal building and clinic function
  - Participating in regular training and team-building workshops
- Help with translating between English and Spanish if able

The UECLA clinic proudly serves a predominantly underprivileged population in South Central Los Angeles. We are a fast-paced, high complexity practice and offer several specialty services to those in need. We are looking for individuals who are enthusiastic, energetic and passionate about providing care in this environment.

Candidates must have a high school diploma. Preference will be given to applicants with experience in health administration, customer relations and/or familiarity with optometric practice settings. However, entry level applicants will be accepted and training will be provided if needed. Fluency in Spanish is preferred. This is a full-time position with a benefits package. Hourly rate will be determined based on experience and training of the candidate. Schedule will be Tuesdays through Saturdays.

Review of applications will continue until the position is filled.

## ABOUT MBKU

MBKU is a private, non-profit, accredited educational institution, located in Fullerton, California. MBKU is a comprehensive health care university, built upon a legacy of over 110 years of academic excellence and clinical education. The founder of SCCO at MBKU, was a medical doctor, pharmacist, and passionate advocate for medical education. The mission of MBKU is to educate caring, inspired health care professionals who are prepared to deliver collaborative, patient-centric health care in an inter-professional environment.

Created as SCCO, and expanded to offer a range of inter-professional programs and health care initiatives, MBKU also has a School of Physician Assistant Studies and a College of Pharmacy. This is an exciting time for health care, for medical innovation and education, and for our community. We believe the future is bright, and look forward to advancing it together.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**For more information about employment at MBKU, please visit: [ketchum.edu/employment](http://ketchum.edu/employment)**

*Candidates should submit a resume and references to:*

**Dr. Dashaini Retnasothie and Lisa Wahl**, Co-directors of University Eye Center Los Angeles

3916 S Broadway, Los Angeles, CA 90037

UECLADirector@ketchum.edu



**Marshall B.  
KETCHUM UNIVERSITY**

Southern California College of Optometry