Position: Cashier
Work Location: Dispensary; Student Health Services, Laurel Hall
Hours: 10:00am-5:00pm; weekly schedule will be coordinated with current staff
Pay: Compensation is commensurate with the level of experience
Deadline: Until filled; applications reviewed immediately

This is a part-time, non-benefitted, in-person position with no more than 29 hours per week.

CONTEXT OF THE JOB:
Student Health Services (SHS) is the primary student health unit on the University of Delaware Campus. Situated within the Division of Student Life, SHS provides essential services and support to students and campus stakeholders to enhance the development of personal and social responsibility and to foster safe, healthy, inclusive, and supportive communities at UD. SHS partners with students and staff to develop vibrant inclusive environments which encourage student success and engagement, a culture of care for all members, values-congruent decision-making, and the cultivation of skills and knowledge so students may become citizens and leaders in our increasingly global society. Staff members support the Mission and Vision of Student Health Services as well as those of the Division of Student Life to ensure student success.

This position is key to accomplishing the mission of SHS. Under general supervision, this position’s principal emphasis is to provide key clerical support to the Dispensary. The incumbent greets patients, accesses patient medical records, and assists the Dispensary Nurse/Coordinator with processing prescription as well as over the counter medications. Position requires excellent interpersonal skills including keen listening skills and maintaining sensitivity to the patient’s privacy at all times. Employee uses electronic medical record (data access and data entry), follows outlined accounting protocols, and performs regular cashier duties. They handle highly sensitive and confidential information. It is imperative that employee has accurate data entry and organizational skills, attention to details, and commitment to providing outstanding customer service.

MAJOR RESPONSIBILITIES:
- Screen students’ requests for service, determine eligibility for service and schedule appointments.
- Greet students and assist the Dispensary RN with general clerical duties in the Dispensary.
- Obtain prescription (Rx), ID card, and Prescription Card (if applicable). Verify that Rx was written by an SHS provider. Advise student if Rx Card is accepted by Dispensary.
- Process transactions according to outlined accounting protocols. Handle UD Flex, credit cards, insurance payments, Journal Vouchers, and bill Student Accounts. Utilize split tenders for insurance copays and assure accuracy.
- Verify insurance coverage and obtain information necessary to process insurance.
- Handle highly sensitive and confidential information. Follow FERPA and HIPAA privacy rights.
- Utilize electronic medical record for data access and data entry.
- Enter patient insurance information into electronic medical record.
- Maintain stock of essential supplies.
- Process invoices.
- Routinely check expiration dates on medications.
- Performs other duties as assigned.
QUALIFICATIONS:
- Minimum of a high school diploma or GED.
- Clerical experience in a medical office preferred.
- Experience with claims processing and verifying benefits and eligibility preferred.
- Proficient computer skills including use of Microsoft Office.
- Experience with an electronic medical record preferred.
- Effective time management and organizational skills with strong attention to detail. High level of accuracy.
- Sensitivity to the needs of clients.
- Ability to foster a cooperative work environment.
- Ability to provide accurate sensitive service to patients and to interact well with health care professionals.
- Commitment to fostering a workplace culture of belonging, where diversity is celebrated, and equity is a core value.
- Demonstrate an understanding and consideration of the differing needs and concerns of individuals with varying identities, cultures, and backgrounds.
- Excellent communication skills.
- Ability of handle sensitive material.

To apply, please submit a cover letter and resume with contact information for 2 professional references to Ivet Z. Tweedy, Sr. Associate Director (ivetz@udel.edu) and Mary Barfell, Dispensary Nurse/Coordinator (mbarfell@udel.edu).

Employment offers will be conditioned upon the successful completion of a criminal background check.

Notice of Non-Discrimination, Equal Opportunity and Affirmative Action
The University of Delaware does not discriminate against any person on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law in its employment, educational programs and activities, admissions policies, and scholarship and loan programs as required by Title IX of the Educational Amendments of 1972, the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973, Title VII of the Civil Rights Act of 1964, and other applicable statutes and University policies. The University of Delaware also prohibits unlawful harassment including sexual harassment and sexual violence.

STUDENT LIFE
www.udel.edu/studenthealth