



Job Title: Clinic Scheduler—Medical Assistant

Department: Operations

Days and Hours of Work: Full Time

Status: Non-Exempt

Reports to: Clinic Flow Manager

Pomona Community Health Center dba ParkTree Community Health Center (PCHC) is a nonprofit, Federally Qualified Health Center (FQHC) whose mission is to provide preventive and primary care services to the needy in the community.

Job Summary:

The Clinic Scheduler—Medical Assistant develops and maintains the staffing schedule for all providers and medical assistants across all Parktree locations. The position requires a high level of critical judgment, organization, familiarity with clinical workflows and patient rooming, and strong communications skills. The Clinic Scheduler will also monitor patient scheduling templates to ensure full utilization and compliance with scheduling guidelines.

Essential Duties:

1. Under the direction of the Clinic Flow Manager, develops and maintains the weekly and monthly provider schedule to ensure adequate coverage for clinical operations.
2. Under the direction of the Clinic Flow Manager, develops and maintains the weekly and monthly staffing schedule for all Medical Assistants to ensure adequate coverage for clinical operations.
3. Reviews PTO requests/approvals and obtains coverage for Medical Assistant and provider absences.
4. Makes necessary schedule changes due to unplanned provider absences.
5. Assist Clinic Flow Manager in maintaining PVHMC Resident and Western University schedules and making any necessary changes.
6. Maintain Medical Provider On-Call schedule and communicate any changes to the after-hours answering service.
7. Serve as a backup to Clinic Flow Manager to monitor PAQs and reassign tasks when a provider is on extended leave.
8. Assist in clearing the Rosetta holding tank.
9. Communicates with Chief Operations Officer, Chief Medical Officer, Director of Clinical Operations, Clinic Managers, and other members of management about scheduling changes and/or vacancies, as appropriate.
10. Monitoring of patient scheduling templates to ensure full utilization, in conjunction with the Clinic Managers.
11. Monitoring of guidelines for scheduling patient visits by visit type, provider type for compliance. Brings non-compliant areas to the attention of the Clinic Manager.
12. Calling patients to schedule or reschedule appointments as needed.
13. Complies with all mandatory trainings.

14. Maintain confidentiality and security of Protected Health Information.
15. Ability to perform duties of Medical Assistant, including direct patient care within the Medical Assistant Scope of Practice.
16. Other duties as assigned.

The aforementioned services will only be performed at a location in ParkTree's approved HRSA service sites as listed on Form 5B and 5C.

Job Qualifications and Skills:

1. Ability to work effectively across the clinic departments and services.
2. Strong communication skills and problem solving abilities.
3. Skilled multi-tasker who is effective in handling challenging situations.
4. Clinical experience and familiarity with provider workflows.
5. Medical Assistant (MA) background/certifications.
6. Knowledge of medical terminology.
7. Must possess current CPR card.
8. Must be bilingual in English and Spanish.
9. Previous FQHC experience preferred.
10. Experience working with Excel is preferred.
11. Treat all patients and colleagues with dignity and respect.
12. Ability to work with diverse populations.
13. Flexibility with schedule.
14. Must maintain valid CA driver's license with proof of insurance.

Physical Requirements:

1. Prolonged periods of sitting at a desk
2. Prolonged periods of typing and working on a computer
3. Must be able to lift up to 15 pounds at times

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.