



**Position:** Assistant Patient Services Supervisor  
**Reports to:** Client Services & Prevention Manager  
**Program:** Health & Mental Health Services (HMHS)  
**Salary:** \$43,680/year  
**Status:** 100%, Full-Time, Exempt  
**Probation:** 180 days  
**Benefits:** Medical, Dental, Vision, Basic Life Insurance, Long-Term Disability, Employee Assistance Program, 403b Retirement plan

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**JOB SUMMARY:**

Under the direct supervision of the Client Services & Prevention Manager, the Assistant Patient Services Supervisor will be responsible for the following:

**ESSENTIAL FUNCTIONS:**

- 1) Adhere to and assist in the implementation of all Business Office procedures;
- 2) Assists the Client Services & Prevention Manager and Assistant Nurse Manager with the day-to-day operations of the HMHS Business Office department including but not limited to clinic front desks, medical records, and clinic appointment line;
- 3) Daily tracking of Business Office work flow to ensure that routine tasks and special projects are completed in a timely and thorough manner;
- 4) Assists the Client Services & Prevention Manager with staff development including but not limited to teambuilding, scheduling, training, and serving as back up for staff during vacation, sick leave and as needed;
- 5) Train and work with clerical volunteers as needed;
- 6) Attend and actively participate in staff meetings including internal staff trainings as needed;
- 7) Other duties as assigned;

**JOB QUALIFICATIONS AND EXPERIENCE:**

- 1) Two to four years of healthcare front office experience required;
- 2) Able to work flexible hours;
- 3) Ability to work in a fast paced environment, handle multiple tasks, and be detail oriented;
- 4) Strong Customer Service Skills required;
- 5) Good computer skills and knowledge including: MS Office, MS Access, and Allscripts;
- 6) Excellent verbal and written communication skills;
- 7) Strong organizational, detail and interpersonal skills, with a demonstrated ability to work as a team member in a high-client volume environment;
- 8) Demonstrated ability to work effectively with people of diverse races, ethnicities, nationalities, sexual orientations, gender identities, socio-economic backgrounds, religions, ages, English-speaking abilities, immigration statuses, and physical abilities in a multicultural environment;
- 9) Experience working with the LGBT community and familiarity with issues of particular relevance to LGBT people;
- 10) Have a passion for the Center's work and its mission to make the world a better place for LGBT people;

The Los Angeles LGBT Center is an Equal Opportunity Employer and is committed to fostering diversity within its staff. Applications are encouraged from all persons regardless of their race, color, ancestry, religious creed, national origin, sex, sexual orientation, gender identity, gender expression, medical/physical/mental condition, pregnancy/childbirth and related medical condition, age, marital status, or veteran status.

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E-mail resume and cover letter as a word attachment to [jobs@lalgbtcenter.org](mailto:jobs@lalgbtcenter.org)

website: [www.lalgbtcenter.org](http://www.lalgbtcenter.org)

Or submit application/resume to: Los Angeles LGBT Center, Human Resources Dept., 1625 N. Schrader Blvd., Los Angeles, CA 90028