



**Marshfield Clinic**  
HEALTH SYSTEM

**JOB DESCRIPTION**

**POSITION TITLE:** Audiometric Assistant

**POSITION NO:** 25

**JOB SUMMARY**

The Audiometric Assistant facilitates a high level of patient care, increase department efficiency, provides program support, and accommodates the increasing number of patient visits in the audiology department by performing a variety of technical, reception, and clerical procedures, which will assist the audiologist in the efficient operation of the department. This individual requires a high degree of professional and patient contact through telephone inquiries, patient procedures, and reception support with attention to detail.

**ESSENTIAL JOB FUNCTIONS**

1. Checks hearing aids, process hearing aid orders and necessary paperwork and sends invoice with purchase order to Accounting to ensure accuracy and completion in a timely manner.
2. Fields, transfers, and directs, telephone contacts and front desk inquiries for The Hearing Clinic and Audiology Departments in the absence of a receptionist to ensure information is relayed to applicable staff in a timely manner.
3. Maintains records of audiology price quotes, trials and warranty information to ensure accurate information is available as needed.
4. Assists the audiologist with patients as needed to ensure patients' needs are met in a timely manner.
5. Maintains department supplies and equipment to ensure availability as needed.
6. Maintains current pricing and ordering relating to vendors used in hearing clinic related activities to ensure accuracy.
7. Assists with ordering and monitoring hearing aid related supplies, equipment, and maintains department inventory to ensure adequate supplies are available as needed.
8. Performs hearing aid repairs and cleaning as needed to ensure patients' needs are met in a timely manner.
9. Collaborates with Business Office regarding special billing procedures as they arise to ensure completion in a timely manner.
10. Performs ear mold impressions to ensure appropriate fit.
11. Packages and sorts mail for hearing aids and hearing aid supplies.
12. Completes prior authorization for insurance to ensure accurate information is provided.
13. Cleans and restocking of exam rooms to ensure readily available for patients as needed.
14. Regular attendance is required in order to carry out the essential functions of the position.
15. Reviews and meets ongoing competency requirements of the role to maintain the skills, knowledge and abilities to perform, within scope, role specific functions.

**ADDITIONAL DUTIES**

1. Other duties as assigned.

**JOB QUALIFICATIONS**

**EDUCATION**

*For positions requiring education beyond a high school diploma or equivalent, educational qualifications must be from an institution whose accreditation is recognized by the Council for Higher Education and Accreditation.*

**Minimum Required:** High school diploma or equivalent.

**Preferred/Optional:** Graduate of post high school program, focusing on medical assistant, health information or appointment scheduling.

**EXPERIENCE**

**Minimum Required:** None

**Preferred/Optional:** Experience in Otolaryngology or Audiology.

**CERTIFICATIONS/LICENSES**

*The following licensure(s), certification(s), registration(s), etc., are required for this position. Licenses with restrictions are subject to review to determine if restrictions are substantially related to the position.*

**Minimum Required:** Basic Life Support (BLS) certification awarded by the American Heart Association (AHA) within three months of hire.

**Preferred/Optional:** Basic Life Support (BLS) certification awarded by the American Heart Association (AHA) at time of hire.

**PATIENT POPULATIONS SERVED**

Individuals hired are expected to serve patients of different ages, backgrounds, etc. When performing the essential functions of the role, the individual must identify the patient age group to be served and apply the appropriate care based on the patient’s age and background. The hiring manager is responsible for communicating the patient population generally encountered in the role and is responsible for ensuring the appropriate cultural, age and related training needed to serve the patient populations.

Check appropriate patient age group(s) served or select “Not Applicable”						
<input type="checkbox"/> Infant	<input checked="" type="checkbox"/> Toddler	<input checked="" type="checkbox"/> Child	<input checked="" type="checkbox"/> Adolescent	<input checked="" type="checkbox"/> Adult	<input checked="" type="checkbox"/> Older Adult	<input type="checkbox"/> Not Applicable

**EXCLUSION FROM FEDERAL PROGRAMS**

Employee may not at any time have been or be excluded from participation in any federally funded program, including Medicare and Medicaid. This is a condition of employment. Employee must immediately notify their manager or the Clinic’s Compliance Officer if they are threatened with exclusion or becomes excluded from any federally funded program.

**ORGANIZATIONAL COMPETENCIES**

- Patient Centered

- Trust
- Teamwork
- Excellence
- Affordability

SPECIAL FACTORS				
Expected Travel and Shift Factors of the Role	Expected Frequency Individual Will Be Requested of Travel and Shift Factors in the Role			
	Frequently Required	Occasionally Required	Seldom Required	Unlikely
Day travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overnight travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-call shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holiday shifts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><i>All employees' hours are scheduled according to the needs of the department. Occasional changes to Scheduled hours may be necessary when required by workload or departmental deadlines. May require additional hours based on workload, low staffing or emergency situations.</i></p>				

PHYSICAL DEMANDS					
Expected Physical Demands of the Role	Expected Frequency Individual Will Perform the Physical Demands in the Role				
	Continuously (67 – 100%) <i>Greater than 5 hours of 8 hour work day</i>	Frequently (34 – 66%) <i>2 ½ to 5 hours of 8 hour work day</i>	Occasionally (11 – 33%) <i>50 minutes to 2 ½ hours of 8 hour work day</i>	Seldom (0 – 10%) <i>Less than 50 minutes of 8 hour work day</i>	Not Present
Bend	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasp	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift and carry 10 pounds or less for a short distance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift and carry less than 35 pounds for a short distance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift greater than 35 pounds utilizing mechanical systems or with additional personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pivot waist and neck	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push and pull 50 pounds or less	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push and pull greater than 50 pounds utilizing	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

mechanical systems or with additional personnel					
Reach less than 5 feet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach higher than 5 feet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit with back support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit without back support	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stand Unsupported	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wrist flexion/extension	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>All employees are required to utilize proper body mechanics, lifting and moving techniques and/or request assistance from additional staff before attempting to lift any weight outside of their physical capabilities and/or provider ordered restrictions. Actual weight(s) of individuals or items to be lifted vary substantially and must be carefully assessed by staff before attempting a lift to minimize the risk of employee injuries and ensure patient safety.</i>					
<b>Hearing and Vision</b>			<b>Requirement</b>	<b>Not a Requirement</b>	
Normal vision with/without correction			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Color vision			<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Normal hearing with/without correction			<input checked="" type="checkbox"/>	<input type="checkbox"/>	

<b>ENVIRONMENTAL FACTORS</b>					
<b>Expected Environmental Factors of the Role</b>	<b>Expected Frequency Individual Will Be Exposed to Environmental Factors Demands in the Role</b>				
	<b>Continuously (67 – 100%) Greater than 5 hours of 8 hour work day</b>	<b>Frequently (34 – 66%) 2 ½ to 5 hours of 8 hour work day</b>	<b>Occasionally (11 – 33%) 50 minutes to 2 ½ hours of 8 hour work day</b>	<b>Seldom (0 – 10%) Less than 50 minutes of 8 hour work day</b>	<b>Not Present</b>
Works indoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works outdoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Uses a computer monitor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works alone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works at unprotected heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Works with explosives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Exposure to biological agents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to dust, fumes, smoke, gases, odors, mists or other irritating particles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to excessive noises	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Exposure to extreme hot or cold temperature and/or changes in humidity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to radiation or electrical energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to slippery or uneven walking surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to solvents, grease or oils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to toxic or caustic chemicals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exposure to vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Around moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operates moving machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other special conditions:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<i>All employees are required to appropriately dress is based on the area the position resides in and must follow the Marshfield Clinic Health System Personal Appearance (Dress Code) policy and other applicable departmental policies.</i>					

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and additional job functions include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

**CREATED BY:** Administrative Director - Regional Operations, Operations Manager

**DATE MODIFIED:** 6/30/2022