



POSITION DESCRIPTION: Intake Coordinator

REPORTS TO: Clinical Manager

DATE: 1/28/2025

FLSA: Non-Exempt

Hours: Mon-Sat (hours vary)

Primary Responsibilities:

To perform this job successfully, the individual must be able to perform each essential duty satisfactorily (the requirements listed below are representative of the knowledge, skill and/or ability needed). Reliable, consistent, and predictable performance of the following job duties is required:

1. Assists Clinical Manager with clinic staffing including staff planning, scheduling, onboarding new Intake team members, and staff training and development as assigned.
2. Responsible for creating an outstanding patient experience and delivering excellent customer service.
3. Schedules Intake staff as needed to cover clinic needs, works in Intake role as needed up to 30 hours per week.
4. Works with Clinical Manager to develop and implement reminder recall strategies, processes and procedures to keep patients up to date on immunizations and optimize clinic patient schedule.
5. Works with Clinical Manager to regularly update staff training materials and manual for Intake duties and responsibilities.
6. Provides feedback for annual employee reviews to Clinical Manager and participates in annual review of Intake staff.
7. Responsible for EMR process improvement and EMR onboarding training.
8. Assists Clinical Manager to update annual employee handbook, policies, and procedures.
9. Manages EMR schedule template in conjunction with the Scheduler.
10. Review staff files and ensure compliance with licensure and certifications.
11. Leads staff meetings in conjunction with the Clinical Manager and conducts pre-clinic staff huddles as assigned.
12. Assists managing inventory and delivery of vaccines based on insurance coverage and requirements of the Vaccines For Children Program. After 6 months of training, will be asked to act as Backup Vaccine Coordinator for ISDH (see ISDH responsibilities at <https://www.in.gov/health/immunization/files/Policy-6-Vaccine-Coordinator-003.pdf>)
13. Participates in strategic planning with other agency staff.
14. Act as Manager On-Call during weekends and holidays as assigned.
15. Performs other duties as assigned.



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Organizational Level: Reports directly to the Clinical Manager. Acts as on-shift leader during clinic hours.

Accountability: Must maintain a high level of professionalism while working with staff, patients, and volunteers. Required to work effectively with a diverse group of people. Responsible for maintaining clinical and health standards at all times.

Critical Required Skills:

1. Driven to provide the patient with a positive experience with the highest level of customer service.
2. Professional appearance and demeanor to convey positive image to internal and external contacts.
3. Highly resourceful and detail-oriented with excellent organizational and problem-solving skills.
4. Ability to manage multiple tasks concurrently in a fast-paced environment.
5. Communicates effectively.
6. A team builder that appreciates, supports, and encourages teamwork.
7. Ability to motivate others to perform at their best.
8. Ability to work with and teach many different types of people in a mature and professional manner.
9. Results oriented and goal driven.
10. Proficient with technology (Outlook, Excel, Word, etc.), with the ability to use electronic medical record system, scheduling software, and other medical office technology.
11. Capable use of general office equipment (e.g., computers, copiers, calculators, telephones, scanners, etc.).
12. Maintaining highest levels of confidentiality.

Experience: A minimum of bachelor's degree preferred. Current licensing as a MA, LPN, NP, PA, RN or other certified vaccinator in Indiana preferred. Two years' experience running a clinic or similar operation. Supervisory experience required.

Position Constraints: Position may require early morning and/or late evening hours along with weekend hours. Significant time and effort spent on vaccine management and staff training. Light lifting of deliveries and stock.

Benefits: This is an hourly, non-exempt, full-time position. Pay periods are on a biweekly basis. This position will be asked to work 30-40 hours per week at our regularly scheduled pediatric immunization clinics. Being a full-time position other benefits include:

- Simple IRA
- 9 paid holidays/year
- Paid Vacation days
- Paid Sick days
- Time off without pay



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- PHP Silver HSA-Options-FW Medical Insurance for the employee
- Short term disability insurance for the employee.

Schedule: This position would regularly work at Super Shot’s Hobson Clinic and outreach clinic locations. This schedule is negotiable but requires 1-2 evenings each week and at least every other Saturday. Intakes may also be asked to provide support at outreach events, at schools, or other community-based settings depending on agency needs.

Regular hours include:

Week 1

- Tuesday 9:30a-7:30p
- Wednesday 9:30a-4:30p
- Thursday 9:30a-7:30p
- Friday 9:30a-4:30p
- Saturday 8:30a-12:30p

Week 2

- Monday 8:00a-2:00p- Grabill Clinic
- Tuesday 9:30a-7:30p
- Wednesday 9:30a-4:30p
- Thursday 9:30a-7:30p
- Friday 9:30a-4:30p

Interested? Please email staci.kaczmarek@supershot.org with your resume.