Job Title: Clinic Coordinator
Reports To: Women's Health Nurse Practitioner
Location: Jackson, MS
Job Status: Full-time, non-exempt
Compensation: $26.44 per hour
Schedule: Monday-Friday, 7:45 AM-4:45 PM
Start Date: TBD

ABOUT CONVERGE

Converge seeks to expand access to quality, person-centered family planning throughout Mississippi and the South. As a Title X grantee, we support the provision of quality family planning care by providing funding, oversight, and technical assistance to a network of Title X clinics across the region. We also deliver training and technical assistance to providers and conduct policy, advocacy, and research activities that promote increased access to quality care. For more information, please visit http://www.convergeaccess.org

ABOUT THE ROLE

The Clinic Coordinator is a key member of Converge's GetPersonal team and provides the administrative and operational support needed for reliable daily clinic operations. The role coordinates patient scheduling and registration, provider schedules, insurance and billing workflows, payroll documentation, office supplies, and the Reproductive Health Kit program.

The Clinic Coordinator's primary objective is to help create a smooth, respectful, and welcoming patient experience while ensuring that administrative work is completed accurately and on time. This is a non-clinical role. The Clinic Coordinator does not provide clinical services or make independent clinical decisions and must promptly refer clinical questions to the Women's Health Nurse Practitioner.

Success in this role means that patients receive timely and professional administrative support; schedules, billing activities, records, and payroll documentation remain current and accurate; Reproductive Health Kit requests are processed according to established protocols; and anticipated delays, errors, or operational concerns are escalated promptly. The successful Clinic Coordinator manages routine responsibilities independently, follows through consistently, and seeks guidance when a question falls outside the role's authority.

RESPONSIBILITIES

Clinic Administration and Patient Experience

- Manage daily administrative clinic functions, including answering phones, scheduling appointments, registering patients, and supporting check-in and check-out.
- Collect and accurately enter patient demographic and insurance information in Athena and obtain required documentation for the sliding fee discount program.
- Maintain provider schedules for in-person and telehealth services and communicate schedule changes to patients, providers, and team members as needed.
- Provide professional, respectful, and sensitive service to patients and promptly escalate patient concerns or clinical questions to the Women's Health Nurse Practitioner.

Insurance Billing and Patient Financial Support

- Verify insurance eligibility and benefits and obtain the information and documentation needed to support accurate billing.
- Prepare and submit claims in accordance with established procedures and required timelines.
- Track claim status, follow up on denials or requests for additional information, and escalate unresolved issues when needed.
- Explain patient financial responsibility using approved information and collect and document patient payments in accordance with Converge procedures.

Reproductive Health Kit Operations

- Review Reproductive Health Kit requests for completeness and process them according to established protocols, referring clinical questions to the Women's Health Nurse Practitioner.
- Pack kits, verify contents, prepare shipping labels, ship packages, and maintain accurate tracking records.
- Monitor inventory levels and expiration dates and coordinate timely replenishment of kit supplies.
- Maintain current kit logs and follow up on administrative or shipping issues through resolution or escalation.

Scheduling Payroll Documentation and Records

- Collect provider timesheets and payroll documentation; review submissions for completeness and apparent discrepancies; follow up on missing or inconsistent information; and submit materials by established deadlines.
- Maintain accurate administrative records, trackers, logs, and files using Athena, Monday.com, the Simple Health Kit portal, Microsoft Office, and other designated systems.
- Protect patient and employee information and follow HIPAA, organizational policies, and established administrative procedures.

Office Operations and Team Communication

- Maintain office and administrative supply inventory and coordinate ordering and restocking as needed.
- Organize daily work, manage competing priorities, and complete assigned responsibilities within established timelines.
- Identify and promptly communicate anticipated delays, errors, supply issues, or other operational concerns to the Women's Health Nurse Practitioner.
- Support other administrative activities related to GetPersonal clinic operations as assigned.

QUALIFICATIONS

Minimum Qualifications

- At least two years of experience in healthcare administration, medical office administration, billing, program coordination, or a similar administrative role.
- Experience with patient registration or scheduling, insurance verification, medical billing, claims follow-up, or related healthcare administrative workflows.
- Strong organization, attention to detail, and time-management skills, with the ability to manage multiple responsibilities and meet deadlines with limited day-to-day supervision.
- Strong professional communication and service skills, including the ability to interact respectfully and sensitively with patients, providers, and colleagues.
- Ability to use electronic records or administrative systems, Microsoft Office, email, and spreadsheets and to learn new systems and procedures.
- Ability to maintain confidentiality, follow established protocols, and reliably work the required on-site schedule.

Preferred Qualifications

- Experience with AthenaOne, Connecteam, and/or Monday.com.
- Experience supporting sexual and reproductive health, family planning, community health, or a similar healthcare setting.
- Experience with sliding fee discount documentation, denial resolution, and collection of patient financial responsibility.

COMPENSATION AND BENEFITS

The hiring rate for this role is $26.44 per hour.

We offer excellent benefits such as:

- Health insurance through Blue Cross Blue Shield of Mississippi, dental insurance through Delta Dental, vision insurance through EyeMed, life insurance through Blue Bonnet, and short-term disability insurance through Aflac.
- Insurance premiums for employees and dependents covered 100% by Converge.
- SIMPLE IRA plan with up to a 3% match from Converge.
- Paid vacation of 19 days and sick leave of 10 days per the Employee Manual, with additional days based on length of service at Converge.
- Paid parental leave.

Please note: Benefits and policies are subject to change. Current details will be shared during the offer process.

HOW TO APPLY

To apply, please send a resume and cover letter to jobs@convergems.org.

EQUAL OPPORTUNITY COMMITMENT

Converge is an equal opportunity employer. Converge prohibits discrimination against employees, applicants, and other covered individuals concerning hiring, assignment, training, promotion, discipline, compensation, and other terms and conditions of employment because of race, color, creed, ethnicity, religion, national origin or ancestry, political affiliation, age, sexual orientation, marital status, sex (including pregnancy), gender (including gender identity), disability, genetic information, veteran status or service in the uniformed forces, or any other characteristic protected under applicable federal, state, or local law.

Do you meet some but not all of the qualifications? We still encourage you to apply. Converge values a wide range of workplace and life experiences, including candidates who are new to the nonprofit sector, returning to work after a break, changing careers, or taking the next step in their professional journey. We welcome applicants from all backgrounds who believe in our mission and their ability to contribute to this role.