

Job Description: Audiology Assistant

Classification: Hourly – Maternity Leave
Position Type: Full Time, Mon-Thurs, 10 hour days.
Part-time will be considered for student applicants
with experience in the field.
Reports to: CEO

Revision date: 8/4/2025

Audiology graduate and undergraduate students are welcome to apply for real-world experience in the clinic. Please note that this position will not count toward clinical hours but will be highly applicable to future positions in the field.

Overall Purpose:

The audiology supports audiologists by performing both clinical and administrative tasks to ensure the efficient operation of the audiology clinic. The assistant works under the supervision of a license audiologist and helps with patient care, equipment maintenance, scheduling, and other duties that facilitate quality hearing healthcare services.

Essential Functions:

- Manages back office for audiology and speech.
- Performs earmold fittings, hearing aid orientations and hearing aid troubleshooting appointments independently.
- Assists in the sound booth for pediatric testing.
- Verifies insurance coverage and manages prior authorizations.
- Submits billing to third-party payors.
- Exhibits a pleasant and welcoming demeanor both in person and on the phone.
- Provides effective oral and written communication (via telephone, email and mail).
- Responsible for the clinic's day-to-day operations, including but not limited to typing, filing and scheduling.
- Works closely with patient care coordinator to ensure accurate scheduling.
- Answers non-routine correspondence and assembles highly confidential and sensitive information.
- Ensures patient records are current and accurate.

Additional Tasks and Responsibilities:

- Assist with answering patient's questions in person and via telephone and resolve issues in consultation with provider.
- Clean and sanitize treatment room(s) and instruments for the next patient.
- Enter data into computer for programming of devices.
- Assist audiologists in tracking and ordering supplies and devices.
- Receive, unpack and organize hearing aids and supplies.
- Coordinates outgoing mailings.

Knowledge, Skills and Abilities Needed:

- Prior authorization experience preferred.
- Ability to follow directions as communicated in a variety of ways.
- Ability to handle multiple responsibilities simultaneously.

- Ability to develop effective relationships with patients, staff, students and other external parties.
- Computer proficiency for Microsoft Office required.
- Electronic Health Records (EHR) experience desired.
- Medical scheduling experience desired.
- Well-developed interpersonal and communication skills.
- Good planning and organizational skills.
- Professional appearance and manner.
- Ability to lift approximately 15-20 lbs.
- Preference given to applicants with previous audiology assistant or healthcare experience.

Environment:

- General office environment working one-on-one with children. Very little travel required.

Other:

- Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
- Hear Indiana is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.

Please send cover letter and resume to jobs@hearindiana.org. Thank you!