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# Example of Back Office Assistant Job Description

Our company is hiring for a back office assistant. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for back office assistant

* Performs phlebotomy and laboratory tests as required by the physicians or physician assistants and in accordance to state and federal regulations, including CLIA
* Screens telephone calls for the Physicians/Providers
* Performs triage duties according to practice protocols and as scheduled by the Clinical Supervisor
* Ensures that all equipment in exam room is clean and properly set up prior to each patient encounter
* Properly pre-cleans, contains, and prepares non-disposable instruments for transport to central sterilization
* Receives and appropriately stores sterilized instruments coming back from central sterilization
* Ensures that reports from diagnostic tests ordered have been received and have been entered into the patient’s chart directly through electronic transfer or scanned to the appropriate location, digitally
* Takes medication and prescription questions and refill calls patients and pharmacists
* Ensures and/or obtains insurance required prior authorizations for medication
* Understands concept of insurance prescription formulary requirements and keeps up to date with changes as communicated and/or directed by Physician/Providers, Office Coordinator, Practice Manager, and Clinic Management

## Qualifications for back office assistant

* General nursing duties to include vital signs, charting, set up ECG, venipuncture, splinting and dressing wounds
* Technical minded and used to work with quotations and orders in ERP systems - preferable SAP
* Fluent in English (native language)
* Minimum 5 years of experience (for example as craftsman or service worker on sites)
* Experienced in communicating with customers and other parties
* Proficient with MS Office tools (Word, Excel, PowerPoint, Outlook) and IT in general