



# Example of Support Clerk Job Description

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Our innovative and growing company is looking for a support clerk. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for support clerk

- Retrieve and provide information from Explanations of Benefits (EOBs) for Customer Service Representatives to respond to inquiries
- Perform research and correspondence functions to assist with responses to customer inquiries
- Assist in sorting, counting, dating, and researching various pieces of information
- Assist with prioritizing incoming mail
- Responsible for clerical and receptionist duties in support of the Nursing Unit
- Obtains signatures and explains consents to treat, and other admissions forms
- Verifies eligibility and benefits for secondary coverage
- Calls prior facilities to obtain previous length of stay for new admits
- Assists HIM department with file audits in Cerner
- Assists with Orientation during Executive Assistant's absence

## Qualifications for support clerk

- Analyze applications to discover root-cause problems and recommend options for resolution to the development team
- Ability to learn new programming languages and techniques quickly
- Good knowledge of system and program specifications preparation
- Ability to identify problems, contribute to problem resolution
- Minimum of 6 months related clerical experience

