



<https://cmwcusa.org/job/front-office-support-staff>

Front Office Support Staff

Description

Department(s): Clinical

Reports to: Clinical Office Supervisor

FLSA Status: Non-Exempt

Reporting to the Clinical Office Supervisor, the Front Office Support Staff will be responsible for providing front office support in a community health center whose emphasis is delivering healthcare to individuals. The Front Office Support Staff is an important member of the service delivery team, providing excellent customer service by greeting patients promptly and personably and facilitating the patient's access to the point of service delivery, so that all patients can be seen within the appropriate scheduled time.

Responsibilities

Essential duties of this position include but are not limited to:

1. Greet patients and visitors, answer questions and provide assistance and directions as necessary.
2. Provide intake activities and update EHR records which will include and not limited to processing and maintaining client files, hourly chart preparation, and maintaining data collection files.
3. Write progress notes and maintain detailed, statistical records.
4. Ensure a safe environment through a commitment to the provision of services for the underserved and sensitivity working with a variety of people from low-income populations, with diverse educational, lifestyle, ethnic, and cultural origins; disabled, homeless, substance users, and/or physiologically impaired.
5. Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
6. Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
7. Ensures availability of treatment information by filing and retrieving patient records.
8. Maintains patient accounts by obtaining, recording, and updating personal and financial information.
9. Obtains revenue by recording and updating financial information; recording and collecting patient charges; controlling credit extended to patients; filing, collecting, and expediting third-party claims.
10. Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
11. Helps patients in distress by responding to emergencies with empathy and appropriate response.
12. Protects patients' rights by maintaining confidentiality of personal and financial information.
13. Maintains operations by following policies and procedures; reporting needed changes.
14. Other duties as assigned.

Hiring organization

Community Medical Wellness
Centers USA

Employment Type

Part-time, Temporary

Industry

Clinical

Date posted

December 1, 2023

Qualifications

1. Ability to always demonstrate the highest level of performance and behavior standards;
2. Excellent customer service skills and ability to handle dissatisfied patients effectively and respectfully;
3. Demonstrated attention to detail, ability to multi-task, and flexible;
4. Knowledge of standard office machines including copier, fax, multi-line telephone, printers, etc.;
5. Ability to be a team player; support and assist team members.

Education & Experience

Any combination of education and experience that would provide the knowledge and abilities listed.

1. High school graduate or its equivalency.
2. Experience in medical front office procedures preferred and knowledge of medical terminology;
3. Ability to always demonstrate the highest level of performance and behavior standards;
4. Excellent customer service skills and ability to handle dissatisfied patients effectively and respectfully;
5. Demonstrated attention to detail, ability to multi-task, and flexible;
6. Knowledge of standard office machines including copier, fax, multi-line telephone, printers, etc.;
7. Ability to be a team player; support and assist team members.

Working Conditions

The physical demands described here are representative of those required for the position. Position requires sitting, walking, standing, bending, and twisting in the performance of daily activities. The position requires hand manipulation and repetitive hand movement and fine coordination in using a computer keyboard. The position requires near and far vision in reading reports and use of a computer. Acute hearing is required in supporting meetings and providing phone and in-person customer service. The position occasionally requires lifting and/or moving objects up to 20 pounds. CMWC will make reasonable accommodation of the known physical or mental limitations of a qualified applicant with a disability upon request.

COVID-19 considerations:

To protect patients and staff, safety precautions have been put in place.