

**Good Samaritan Health Center of Cobb**

**Job Description**

**­Front Office Administrator/Customer Care Operator**

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| **Effective Date:** | 05/23/2018 | **Reports To:** | Front Office Manager |
| **Review Date:** | 05/23/2020 |  |  |
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**SUMMARY OF DUTIES:** Responsible for greeting patients and guests, communicating with departments and scheduling appointments in an efficient manner. Must be able to maintain front office efficiency by minimizing conflicts and maintaining professional composure while communicating with an ethnically diverse patient population.

**SUPERVISION RECEIVED:** Reports to the Front Office Manager

**PRINCIPLE RESPONSIBILITIES:**

* Can fulfill the clinic’s mission to spread the love of Christ through quality healthcare to those in need while performing their job functions.
* Greets patients in a polite, prompt, helpful manner. Provides any necessary instructions / directions. Informs appropriate department / person of patient’s arrival.
* Completes necessary paperwork such as encounter forms, demographic and financial intake forms. Uses computer system to generate information necessary for billing and uses billing software appropriately.
* Updates patient information, collects copays, provides any necessary forms needing completion, and obtains signatures as necessary.
* Maintains clean, orderly waiting area
* Provides exceptional customer service that respects culturally diverse individuals.
* Answers all calls routed to the front office in a professional manner for scheduling medical and dental appointments, screening calls, taking messages, and providing information as appropriate.
* Check any voicemails in a timely fashion and addresses issues before end of the day.
* Handles incoming calls by transferring calls to appropriate extension.
* Handles charts as necessary for the day’s use and files records efficiently.
* Understands and follow HIPPA
* Assists patients in completing registration forms and updates patient data or insurance changes if appropriate.
* Assists front office staff with new patient registration data entry and other related tasks.
* Receives proof of income documents from patients and completes processing within 48 hours.
* Contacts patients regarding proof of income documentation when necessary.
* Accommodates coverage when immediate assistance is needed at check-in/check-out windows.
* Responsible for ensuring communication with patients is properly documented in EMR system.
* Assists quality committee to schedule follow up appointments for mammograms, pap smears, etc.
* Effectively prioritize, coordinate, organize and handle several tasks at once in a fast paced environment.
* Excellent conflict resolution skills.
* Maintains and updates current information on provider’s schedules, ensuring that patients are scheduled properly. Initiates patient reminder calls 1-2 days prior to scheduled appointments.
* Keeps office forms and supplies stocked.
* Builds and maintains relationship with volunteers, vendors, and guests of the clinic.
* Other duties as assigned.

The job holder must demonstrate current competencies applicable to job position.

**EDUCATION:** High school diploma or GED.

**EXPERIENCE:** Minimum of one year experience in healthcare office setting, experience in customer service and/or electronic health records preferred.

**KNOWLEDGE:**

* Knowledge of reception tasks, clinic policies / procedures, paperwork.
* Knowledge of how to use office equipment including phone, computer.
* Knowledge of customer service concepts and techniques.
* Knowledge of medical terminology and coding.

**ABILITIES:**

* 50 WPM typing skills preferred
* Skill in using office equipment and handling paperwork / filing adequately.
* Skill in customer service principles by creating a pleasant waiting room atmosphere.
* Computer literate.
* Ability to communicate clearly in person and on the phone and establish / maintain cooperative relationships with patients, families, physicians, staff and other customers.
* Ability to organize and prioritize tasks effectively.
* Ability to read, understand and follow oral and written instructions. Can file correctly by alphabetic, numeric, or computer systems.
* Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center’s mission to share the love of Christ through quality healthcare to those in need

**ENVIROMENTAL / WORKING CONDITIONS*:*** Office setting, well-ventilated and well lighted. OSHA Category 3 – Involves no regular exposure to blood, body fluids, or tissues, and tasks that involve exposure to blood, body fluids, or tissues are not a condition of employment.

**PHYSICAL / MENTAL DEMANDS:**

* Requires eye-hand coordination, finger dexterity. Vision must be corrected to 20 / 20 and hearing must be in normal range. Must be able to view computer screens for long periods. Occasional stress related to workload and customers with problems.
* Hearing / Speaking: Effective communication with patients, staff and visitors. Spanish language skills a plus.
* Standing: 15% of the workday
* Sitting: 40% of the workday
* Walking: 35% of the workday
* Lifting: 10% of the workday up to 30 lbs.

This description is intended to provide only basic guidelines for meeting job require­ments. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

# Acknowledgment

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

Employee Name

Employee Signature Date

Supervisor Name