



VALLEY COMMUNITY HEALTHCARE

We are seeking a **Full Time Front Desk Receptionist at LAVC** to join our dedicated team.

- Position:** Front Desk Receptionist at LAVC
- Reports to:** Site Manager/Front Desk Supervisor
- Hours:** F/T Mon – Fri 40 hours (32 hours will be at LAVC)
(Some evenings & weekends may be required)
- FLSA Status:** Full Time, Non-exempt

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume, cover letter and salary expectation to our Human Resources Department at ipogosyan@vchcare.org for consideration.

Minimum Qualifications:

Ability to work well with a variety of people. Ability to multitask effectively in a busy office setting. Ability to make independent decisions and to discern when to ask for guidance. Must have good telephone and interpersonal skills and etiquette. Bilingual English/Spanish preferred, and experience working in a medical facility.

General Duties

Patient Related

- Answer, direct calls, take messages, and forward to appropriate personnel.
- Schedule clinic appointments using NextGen
- Schedule appointments for Member Services staff following guidelines
- Ability to change scheduling templates following appropriate procedure



- Welcome and check in patients for primary care and behavioral health following scheduling templates
- Whenever schedules are full, work with back office staff to accommodate patients' request (jockeying)
- Perform a variety of clerical duties involved in greeting and directing patients, processing forms, and providing information to assist patients in obtaining clinic services.
- Provide information to patients on such matters as services, schedule of operations, charges, and routine treatment procedures.
- Refer patients to pay fees as appropriate and collect receipts
- Participate in the team huddles and follow assigned tasks
- Distribute and collect patients' satisfaction surveys
- Assist back office as available

Non Patient Related

- Distribute mail and faxes.
- Order and distribute office supplies once a month or as needed
- Forward UPS/Federal express package information to the appropriate staff
- Support Call Center overflow as available
- Scan patient information and documents into NextGen
- Report to work at other site(s) on Fridays
- Handle petty cash following procedure
- Contact IT for any related trouble shooting or to request supplies for printers, copy and faxing machine
- Maintain flow of communication with Operations, HR and Fiscal Departments as needed
- Generate reports as needed
- Post announcements for patients and staff regarding holidays and special events
- Maintain contact with LAVC staff as directed
- Perform other duties as assigned.

Education and Experience:

- Previous experience working in medical facilities, preferably in Community Health Centers
- A high school diploma, G.E.D. or equivalent
- Experience working with the public is required
- Practical knowledge of computer operations is a must
- Proficiency in the use of EMR (NextGen) desirable
- Excellent verbal and written communication skills with ability to read, write, speak and understand English and Spanish clearly.

Updated 01/17/19



- **Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and wellbeing of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.