Job Title: Front Office Manager  
Department: Front Office  
Supervisor: Clinic Manager – S. Mark Taper Foundation Clinic  
Location: S. Mark Taper Foundation Clinic (SMTF)

Position Summary: The principle function of the Front Office Manager is to ensure that the delivery of patient care is well-organized and carried out in a caring, compassionate and well-timed manner from the check-in/registration view point. Collaborate with Front Office Supervisor to provide guidance and support to front office staff; in order to ensure all front office duties are being carried according to the operational needs of the clinic. Coordinate, and assess front office flow, tasks and responsibilities assigned to all front office staff in collaboration with Front Office Supervisor. Must be responsible, reliable, dependable and demonstrate leadership qualities.

Qualifications:

- Completion of High School Diploma or equivalent and five years’ experience in medical/hospital/business setting preferred
- Must be able to speak, read and follow instructions in English.
- Must have excellent verbal and written communication skills.
- Must have excellent inter-personal skills.
- Must have good computer skills and a good working knowledge of Microsoft Excel, Word, PowerPoint and medical health records systems.
- Ability to develop training material and procedures for front desk activities.
- Proven reliability, trustworthiness, flexibility, and high ethical standards
- Must demonstrate a strong bias toward service, quality and customer satisfaction.
- Ability to handle multiple tasks including complete reports, messages, and memo’s
- Ability to continue a task after an interruption and adapt to change
- Uses good judgement and demonstrates a sense of appropriateness.
- Bilingual English/Spanish preferred

Service Spec Network of Care:

- Continually increase system knowledge. Understand/uphold organization requirements.
- Maintain accuracy and meet productivity standards. Work efficiently in Electronic Health Record (EPIC). Follow departmental /clinic policies and procedures.
- Provide, responsive high quality Customer Service through providing accurate timely, polite
communications (verbal & written); to support the mission and vision of The Children's Clinic; to meet the needs of our customers (patients, families, visitors, team members, supervisors, other staff, external and community partners); our department, and the organization.

Scope/ Organization Responsibility

Contacts: Within own department, including patients, families, providers, medical assistants and members of management team and involves matters that are sensitive and confidential in nature.

Financial Accountability: responsible for personal use of resources, supplies, and materials

Impact of Decisions: Short term decisions, impact usually limited to self and staff whom work in front office

Judgment: Sets priorities for own work and manage own work flow while ensuring there are no delays in the front office patient care flow.

Job Description – Primary Responsibilities:

- Oversees day-to-day operations of Front Office at SMTF
- Effectively manages daily Front Office operations of the clinic
- Ensures the delivery of quality patient care and efficiency of patient flow
- Supervises Front Office Staff as follows:
  - Front Office Supervisor
  - Care Coordinators
  - Medical Records/Scanners
- Effectively schedules and assigns staff to provide quality care to patients
- Performs personnel management with assistance from Human Resources (hiring/terminations, annual reviews, interviews and corrective actions) for Front Office Supervisor, Care Coordinators, Medical records/Scanner personnel
- Monitors and ensure the timely submission of employee timecards
- Precepts new hires
- Communicates and trains staff on policies and procedures
- Provides appropriate orientation, training and monitoring of staff to keep them aware of changes in protocols and practices
- Schedules and facilitates regular front office meetings
- Delegates tasks and responsibilities to front office staff on a daily basis as needed to ensure efficient flow of operations
- Maintains clinic forms, disseminates and trains staff on proposed changes or revisions in process and workflows
- Responsible for Front Office supply inventory
- Oversees provider scheduled and appointment scheduling process in coordination with Medical Director
- Responsible for weekly list preparations of available appointments for hospital follow-ups
- Collaborates with the Information Systems manager of EPIC
- Keep up to date with regulation changes pertaining to insurance plans
• Maintains provider enrollment into managed care plans
• Reports development analysis for operations management
• Maintains regulatory compliance of all activities (i.e. logs)
• Prepares for audits and site visits which includes responding to audit findings in collaboration with the Clinic Manager and Chief Operating Officer
• Collaborates with other managers in the coordination of support staff breakout sessions at bi-monthly all-staff meetings
• Ensures customer satisfaction by responding to daily patient concern/complaints should a situation escalate beyond the response of the Front Office Supervisor
• Oversees staff compliance with designated work and break times
• Serves as liaison and promotes working relationships with other clinic sites, hospital departments (i.e. ER) and community agencies (i.e. LBUSD, school principal, CCALAC)
• Coordinates and implement assigned quality improvement activities
• Recommends establishment or revision of policies
• Participates in appropriate implementation and necessary revisions of clinical and administrative policies and procedures
• Assists in preparation of departmental budget and cost controls in relation to clinical activities and supplies
• Establishes and maintains courteous, cooperative relationships with staff, volunteers and the public, portraying the mission of TCC Family Health
• Performs personnel management functions such as recommending personnel qualification requirements, drafting procedure manuals, initiating in-service programs and installing record and reporting systems
• Attends outside meetings to network with colleagues and gain knowledge to improve the clinical practice at the organization
• Assists with planning and execution of employee appreciation event (i.e. picnic) and Annual Beach Walk
• Ensures compliance with all TCC policies and procedures and regulatory agencies rules and regulations
• Conducts employee annual evaluations
• All other duties assigned
**Physical Demands:** Frequent sitting at a desk for office work. Occasional driving of automobile for outside appointments and meetings. Occasional climbing stairs, step stools; occasional stooping, kneeling, crouching, crawling, reaching and turning. Continuous use of corrected vision; depth perception; wide field of vision and color. Continuous use of olfactory, auditory and tactile senses. Occasional pushing/pulling to 100 lbs.; lifting up to 50 lbs. and carrying to 25 lbs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Mental:** Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Also requires abstract thinking and intuitive sense.

**Communication Demands:** Frequent talking to clinic staff, patients, board members, funding agencies, and external community agencies and professionals. There is daily communication via telephone and in person, including training/giving instructions, receiving instructions and composing accurate written language (English). Must have ability to work with diverse individuals in the Long Beach area and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.

**Technical Requirements:** Frequent use of medical and laboratory equipment, telephone system and office equipment i.e. keyboard, typewriter, computer, printer, FAX machine, copier, and general office supplies. Occasional use of wheelchair, gurney and other patient assisted devices for transfers.

**Working Conditions:**
Indoor office setting, space limited, air conditioned in the summer and central heat during the winter. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional travel from one clinic location to another for patient care purposes and meetings.

Occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

**Work hours:** 8 hour work days with variable/flexible hours depending on clinic needs. Overtime may be required.

I acknowledge receipt of this job description and understand and accept all duties and responsibilities as listed above.

EMPLOYEE: ___________________________ DATE: _____________

SUPERVISOR: ___________________________ DATE: _____________