JOB DESCRIPTION

JOB TITLE: Front Office Lead
LOCATION: S. Mark Taper Site
DEPARTMENT: Front Office
REPORTS TO: Front Office Supervisor
REVISED DATE: 12-2-19

POSITION SUMMARY: The principle function of the Front Office Lead 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 viewpoint. 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.

EDUCATION/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 and Powerpoint.
- 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, medi-cal 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

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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.

ESSENTIAL DUTIES AND FUNCTIONS:

- Oversee staff comply with designated work hours and break times.
- Provide support to staff regarding assigned work duties in order to ensure job assignments are completed timely and efficiently.
- Actively participate in the ongoing orientation and training of new and existing staff and perform competency assessments of front office staff in collaboration with front office supervisor.
- Effectively oversee daily clinic & patient flow operations in collaboration with front office and nursing supervisors.
- Serve as a resource and forefront for check-in/registration and medi-cal records staff that have questions, issues or patient related conflicts.
- Seek and continuously develop knowledge and information about computer systems and programs used by TCC in the delivery of patient care and daily work activities.
- Demonstrate proficiency with use of Electronic Health Record to serve as a point person for all front office staff.
- Knowledge of Special Programs, such as CHDP Gateway, Family Pact, CCS, My Health LA, PE4PW, as well as knowledge of Medi-cal, Medicare, IPA's, HMO's PPO's and Private Insurances to ensure usage of correct coverage for services rendered by TCC are compensated.
- Knowledge of proper completion & submission of applications for programs (ie. Gateway, PE4PW, Family Pact, etc.)
- Oversee and ensure front office staff are scheduling appointments as per TCC guidelines and offer guidance as necessary.

ADDITIONAL RESPONSIBILITIES:

- Acts as a patient advocate to ensure medical care provided is adequate according to the needs of TCC patients.
- Collaborate with front office supervisor to ensure front office is neat, well-organized and presentable in order to maximize patient & staff satisfaction.
- Collaborate with front office supervisor and billing department in order to ensure timely & effective claim submission and reimbursement for services rendered to TCC patients.
- Promote positive working relationships with all members of care team, management and with outside agencies that TCC partners with.
- Maintain open communication with all members of care team and management.
- Consistently maintain professional demeanor and excellent customer service with staff, patients,
management and all members of care team.

**Physical Demands:** Frequent standing and/or walking. Occasional driving to satellite clinic sites for meetings and/or to deliver supplies. Must be flexible enough to change schedule as needed. Must be able to handle stress and perform in a fast-paced environment.

**Technical Requirements:** Frequent use of office equipment ie. computer, printer, FAX machine, copier, scanner and general office supplies.

**Mental:** Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment and is able to manage through ambiguity and uncertainty.

**Communication Demands:** Frequently talking to staff, patients and members of care team in person, over the phone and via email. Collaborate in the development of training material/instructions and written material in English that will be disseminated to staff, patients and management. Must be able to listen effectively and communicate ideas and opinions clearly. Be assertive while showing respect and positive regard for others. Demonstrate an appreciation for people of diverse backgrounds and points of view.

**DECISION MAKING** (check one)

- Job duties involve low to moderate independent decision making and ability to work under limited supervision.

**WORKING CONDITIONS:**
Indoor office setting. Space is limited, air conditioned environment. May occasionally be required to travel to other TCC sites.

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

Employee: _________________________________________________ Date: ____________________

Supervisor: ________________________________________________ Date: ____________________

Human Resource Director: __________________ Date: ____________________

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