



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at [aplahealth.org](http://aplahealth.org).

---

***APLA Health is currently seeking a Front Office Administrator to join our Long Beach team! We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *10 Paid Holidays*
- *3 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

***This is a great opportunity to make a difference!***

---

## **Front Office Administrator (90813)**

### **POSITION SUMMARY:**

As the face of the clinic, the Front Office Administrator is responsible for welcoming and completing check-in for patients, inputting patient information, answering and redirecting phone calls, scheduling appointments, maintaining accurate records and accounts, responding to medical record requests, and other duties typical of the front office based by need.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Welcomes patients and visitors walking into the clinic or calling via telephone.
- Schedules and registers patients in electronic health records according to protocol.
- Verifies patient insurance eligibility or sliding fee status at each visit.
- Ensures the waiting area is maintained clean and organized at all times.
- Maintains a friendly and empathetic attitude to reduce patient anxiety.
- Exhibits a high level of cultural competency with all individuals of various backgrounds, including but not limited to, socioeconomic status, sex/gender/orientation, race/ethnicity, age, disability status.
- Exhibits a high level of customer service skills both with patients as well as staff.
- Maintains accuracy in patient accounts by obtaining, recording, and updating demographic and insurance information.
- Adheres strictly to HIPAA guidelines and regulations to protect patient rights and confidentiality of protected health information (PHI), including, but not limited to, personal and financial information.
- Responds to medical record requests from external providers according to HIPAA and clinic protocol.
- Ensures clinic flow by being an active team member and communicating pertinent information at all times.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

### **REQUIREMENTS:**

Training and Experience:

High school diploma or GED required, AA degree preferred. At least one (1) year of experience working in a medical office or similar environment required. Must be proficient with Microsoft Office. Experience with electronic health records preferred. Experience with eClinicalWorks a plus.

Bilingual English/Spanish preferred.

Knowledge of:

Broad cultural competency and excellent customer service skills. Knowledge of electronic health records preferred. Knowledge of insurance plans/Medi-Cal/Medicare strongly preferred. Experience with eClinicalWorks a plus.

Ability to:

- Maintain an organized workstation
- Communicate effectively and consistently verbally and in writing.
- Exhibit strong telephone etiquette.
- Maintain a courteous and professional nature.
- Be punctual and exhibit strong time management skills.
- Utilize excellent computer and typing skills.

#### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting, and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

Equal Opportunity Employer: minority/female/disability/veteran.

#### **To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=46869&clientkey=A5559163F67395E0A2585D2135F98806>