



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.

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!

POSITION SUMMARY:

Responsible for greeting all patients and guest who enter APLA Health & Wellness clinics.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure that patients/guests are greeted in a friendly, professional and courteous fashion

- Assist patients with checking in at the kiosks; answer questions as needed
- Provide assistance to patients who need help in completing registration packets
- Assist patients with patient portal – showing them how to sign up, send messages, have telehealth visits, etc.
- Learn and promote the agencies services, facilities, and programs and be able to direct patients/guests accordingly
- Educate the patients on the 340B pharmacy network and its benefits to the patient and to APLA Health & Wellness
- Manage the flow of patients/guests
- Maintain a tidy waiting area at all times
- Work as a contributing team member and act in a professional and respectful manner at all times
- Comply with all standard operating policies and protocols of APLA Health & Wellness

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

High school diploma or GED required, AA degree preferred. At least two (2) years experience working in a medical office or similar environment. Bilingual English/Spanish preferred.

Knowledge of:

Must be proficient in the use of Microsoft Office programs. Knowledge of electronic health records - eClinicalWorks preferred.

Ability to:

Must be extremely organized and detailed oriented. Must have excellent communications. Must be able to be courteous, be professional and customer service oriented. Must also maintain a strict discipline in time management with a focus on quality.

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

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

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?clientkey=A5559163F67395E0A2585D2135F98806&job=49967&jpt=>