JOB DESCRIPTION

TITLE: Front Office Receptionist
REPORTS TO: Office Manager
STATUS: Non-Exempt
FTE: 1.0

SUMMARY:
Under the supervision of the UCHC Office Manager performs the front office duties required to receive, schedule and discharge patients, answers the phone, gives patient necessary information, schedule appointments, takes messages or transfers the call to the appropriate person. Appropriately maintains patient records in a confidential manner. Performs daily bookkeeping tasks. Acknowledges and respects individuals as part of families from diverse backgrounds, cultures and lifestyles.

QUALIFICATIONS:
- High School graduate or equivalency.
- One year clerical or receptionist experience. Medical office experience preferred.
- Knowledge of medical terminology.
- Good phone etiquette.
- Ability to write legibly and do basic mathematics.
- Excellent communication (oral and written), interpersonal skills and computer skills, specifically Microsoft Professional Office software programs.
- Ability to use computer or other electronic device to utilize EHR system and companion software.
- Fluency in English and Spanish required.

ESSENTIAL FUNCTIONS:
- Receives, greets and directs patient for their health exam.
- Completes the fee ticket, collects payment and insurance information.
- Utilizes Electronic Practice Management (EPM) system to schedule appointments.
- Assembles patient charts and maintains appropriate forms in the charts.
- Maintain patients’ files. Enters appropriate data into the Electronic Health Record (EHR) as necessary.
- Copies and sends patient's medical record upon written patient request.
- Types patient letters, correspondences, request for services and referrals.
- Receives and distributes the daily documents received by courier, mail or fax.
- Answers phone, records and delivers messages.
- Interprets for the providers and staff as needed.
- Informs patients about programs and services at Unicare Community Health Center.
- Assists with applications and/or refers patients for various services.
- Other duties as assigned.

WORK HOURS: Monday-Friday, between the hours of 8:00AM to 6:00PM, part or all of an 8 hour shift. Occasional Saturday shift may be required.

All interested candidates are welcome to visit UnicareCHC.org for a full list of available opportunities.