

Job Description

JOB TITLE: Front Desk Receptionist

SUPERVISED BY: Clinic Supervisor

STATUS: Hourly/Full-Time – Non-Exempt

Via Care

Duties and Responsibilities:

We are seeking a friendly and organized individual to join our healthcare team as a Front Desk Receptionist. The Front Desk Receptionist will serve as the first point of contact for patients and visitors, providing excellent customer service and administrative support to ensure smooth operations of the front desk. This entry-level position is ideal for candidates with strong communication skills and a desire to work in a fast-paced medical office environment. The Front Desk Receptionist serves patients by greeting and assisting them on the phone or in person. Additionally, the receptionist schedules appointments, maintains documentation and records, facilitates the smooth running of the front office, and supports the delivery of quality patient care.

Essential Functions:

The functions performed by employees in this job family will vary by level or the area(s) to which assigned but may include (and not be limited to) the following. Employee must perform all duties and responsibilities in accordance with Via Care's care standards.

- Greet patients and visitors in a courteous and professional manner and direct them to appropriate areas.
- Answer phone calls and respond to inquiries from patients, physicians, and other staff members.
- Schedule patient appointments accurately and efficiently, using electronic scheduling systems.
- Verify patient demographics, insurance information, and referral authorizations, and update patient records as needed.
- Collect patient co-payments, deductibles, and outstanding balances, and process payments securely.
- Maintain cleanliness and organization of the front desk area, including waiting room and reception area.
- Assist with patient registration and check-in processes, ensuring all necessary forms are completed and signed.
- Coordinate communication between patients and healthcare providers, including relaying messages and scheduling follow-up appointments.
- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone, answering or referring inquiries.

- Optimizes patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keeps patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Comforts patients by anticipating patients' anxieties; answering patients' questions; maintaining the reception area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
- Helps patients in distress by responding to emergencies.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures, reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.
- Obtains medical authorizations and referrals for procedures.

Knowledge, Skills, and Abilities

- Strong communication and interpersonal skills, with a positive and professional demeanor.
- Excellent organizational abilities and attention to detail.
- Ability to multitask and prioritize tasks in a fast-paced environment.
- Proficiency in computer skills and familiarity with electronic health record (EHR) systems.
- Ability to work effectively as part of a team.
- Compassionate and empathetic attitude toward patients and their families.
- Willingness to learn and adapt to new tasks and responsibilities.
- Commitment to maintaining patient confidentiality and privacy.
- Demonstrated attention to detail, ability to multi-task, and flexible.
- Knowledge of standard office machines including copier, fax, multi-line telephone, printers, etc.
- Ability to be a team player; support and assist team members.

Special Requirements:

- Valid California Driver License and automobile insurance coverage.
- Subject to a criminal background check prior to employment.
- Annual Influenza, TB clearance, to be renewed every year. COVID Vaccine & all Boosters

Qualifications:

- High school diploma or equivalent.
- Previous experience in a customer service or administrative role preferred.
- Experience in medical front office procedures preferred and knowledge of medical terminology.

Environmental/Working Conditions:

Normal office environment. Occasional overtime may be required and/or hours may be shortened as business needs dictate. While performing the duties of this Job, the employee is regularly required to sit. The employee is occasionally required to use hands to finger, handle, or feel and talk or hear. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills and working conditions may change as needed.

Equal Opportunity Statement:

Via Care Community Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Via Care Community Health Center complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Pay Grade Tiers and Benefits Details:



The qualifications outlined below differentiate the four tiers of pay and qualifications for a front desk representative. Tier placement and merit increases will be evaluated annually so long as minimum qualifications are achieved and the employee is in good standing. Additional details on baseline qualifications and position summary for each tier can be found in the job description.

	Tier I	Tier II	Tier III	Tier IV
Base Hourly Rate	\$23.00	\$23.01-25.00	\$25.01-27.00	\$27.01+
Annual Salary (1.0 FTE)	\$47,840	\$47,860-52,000	\$52,020-56,160	\$56,180+
Minimum Experience/ Education	0–2 years of relevant experience	3-5 years of relevant experience	5-10 years of relevant experience	10+ years of relevant experience
Minimum Qualifications	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • MA Certification 	<ul style="list-style-type: none"> • MA Certification • Phlebotomy Certification • MA Float 	<ul style="list-style-type: none"> • MA Certification • Vital/Lab/Imm/Vacc Knowledge • MA Float • Phlebotomy Certification

Employees are also eligible for standard Via Care fringe benefits, PTO, and 403(b) ER match. Time off and 403(b) ER match amounts are provided relative to years of service.

I have received, reviewed, and fully understand the job description for Front Desk Representative. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any conditions as described.

Employee Name _____ Date _____

Employee Signature _____

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required by the position.