

JOB DESCRIPTION

Title: Front Office Manager

Date: June 10, 2022

Company/Department:

Location:

Reports to: Vice President, Operations

Job Grade: TBD

FLSA Status: Exempt

Position Code: TBD

Job Summary: This is a(n) *individual/advanced level/management/leadership* position that works under supervision and is responsible for the following

Essential Duties and Responsibilities	% of Time
<ul style="list-style-type: none"> • Oversees Front Office Staff and Volunteers - includes but not limited to: <ul style="list-style-type: none"> · Trains and supervises front office volunteers/staff. Provides additional training when needed to correct noted errors. · Delegate jobs to volunteers and Front Office staff. · Ensure eligibility procedures are correctly followed at the front desk. · Answer eligibility questions from patients and volunteers. · Answer the phones (English and Spanish) and refers messages as appropriate -Oversee the volunteer experience and ensure a personal, friendly experience for anyone coming in to the office. - Daily Update Front Office Reminders -Semiannual front office staff meeting or as needed -Front office volunteer meeting as needed (at least once a year). -Takes over Dental calls when no dental staff at the desk (usually Thursdays) -Trouble shoots volunteer’s questions and concerns -Ensures volunteers have the right tools to work like forms and office supplies, etc 	40%
<ul style="list-style-type: none"> • Clinic Work flow: <ul style="list-style-type: none"> · Ensures timely check in of medical patients, working closely with Medical staff and nursing to avoid bottlenecks. -Ensures timely check in of dental patients <ul style="list-style-type: none"> · Monitor Medical, Dental and Specialty appointment schedules same day/day before openings to be filled/ · Continually updates schedules and reschedules patients for Dental and Medical. - In collaboration with the Administrative Coordinator, set up or remove providers’ schedules. -Set up proper appointment times for provider’s schedule according to EHR skills. -Trouble shoot wrongly scheduled patients, i.e. provider doesn’t do GYN -Monitor open referrals (for specialties and ancillaries). -Monitor and cleaning up of wait list by reviewing each patient’s referrals and notes. -Check weekly Medical and Specialty appointments to improve accuracy. -Work with Alberta triaging dental Emergencies. -Interpret, if needed 	40%
<ul style="list-style-type: none"> • EHR support, includes but not limited to: <ul style="list-style-type: none"> -Daily, ensure timely response to MDR questions for providers and volunteers · Point of contact for Bryce and Cliff - HIM 	15%

<ul style="list-style-type: none"> -Ensures all Care Message Outreach, patient reminders etc are completed in a timely manner -Data entry in MDR as needed -Assist Providers and volunteers getting connected to Doxy.me (telehealth and Interpreters) -Update PowerPoint for lobby TV in conjunction with Public Health Coordinator -Pull and Clean reports as needed. -Remove duplicated notes for Eligibility. -Scan documents to MDR as needed. 	
<ul style="list-style-type: none"> • Other, includes but not limited to: <ul style="list-style-type: none"> - Review Eligibility on Medication request (for INLG or close to review date patients). - Organize front office desk area to make sure areas are clean and with the most updated information. - Help the different departments to come up with more effective procedures ex: E-signature Eligibility, new Notes for Dental Health History, consent form COVID Vaccines etc.) -Organize vaccines schedules and Care Message Outreach -Follow up with Eagles Eye van (schedule and delivery). -Create Schedules for Judy and Adri (Minor surgery, C-PAP) -Pull and organize charts from upstairs as needed · Deliver medication to patients and mark them picked up -Assists in the management of the Volunteer Assisted Ride program. 	5%
<ul style="list-style-type: none"> • Perform other duties as assigned by management. 	

Supervisory Responsibilities: As Front Office Manager works with all staff at the front desk and volunteers to ensure a smooth daily operation of services for our patients. Works with Vice President, Operations with any concerns on staff and volunteers and procedures, etc.

Minimum Education & Experience Requirements:

- College degree preferred
- Must have excellent computer skills and proficiency
- Excellent written and verbal communication skills
- Ability to manage multiple priorities in a fast paced environment
- Ability to lead teams at the front office and work within the CVIM organizational team.

Special Requirements:

- Advanced Spanish language abilities or native/near native fluency.
- Must be able to work one evening a week or a Saturday periodically.

Knowledge, Skill and Ability Requirements: *(Knowledge, skills and abilities required to be successful in the position)*

- Proficient with Microsoft applications such as Word, Excel and Outlook
- Ability to work effectively as part of a team and as an individual contributor

Physical Demand and Working Conditions: *The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- **Physical demands:** While performing duties of the job, the employee is occasionally required to stand; walk; sit; use hands to handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work environment:** While performing the duties of this job, the employee is not exposed to weather conditions. The noise, light, sound and temperature levels are usually moderate and typical of an office environment.

	Less than 1/3 of the time	1/3 to 2/3 of the time	More than 2/3 of the time
Talk or hear			X
Read from print or computer screen			X
Walk	X		
Stand	X		
Use fingers to handle, feel, or type			X
Reach with hands or arms	X		
Climb or balance	X		
Stoop, kneel, crouch, or bend	X		
Lift up to 10 pounds	X		
Sit for extended periods			X