

JOB DESCRIPTION



Position: Front Office Coordinator

Supervisor: RN Clinic Manager

Job Classification: Regular Employee; \$17-\$20/hour, Non-Exempt

Hours of Work: Monday through Friday: 8 AM to 4 PM

Job Summary: The Free Clinic of SW Washington is in need an experienced bilingual Front Office Coordinator who assumes the administrative duties involved with coordination of patient and provider schedules as well as answering phones, medical records, and office organization. We are looking for a professional who believes that patients should be treated as people and who understands the value of compassionate service. The job includes significant amounts of multi-tasking, but the ideal candidate will know when to slow down, look patients in the eye and provide personalized service.

Responsibilities:

- Answer multi-line phones and either direct the caller to the appropriate party or handle the caller's needs as appropriate.
- Greet patients upon arrival, sign them in and obtain necessary data.
- Provide patients with intake and new patient forms as well as copies of our legally required documents.
- Schedule appointments for new and recurring patients based on provider availability.
- Ensure suitable follow-up appointments are scheduled.
- Scan hard copies of patients records in athenaNet EHR.
- Call patients to remind them of upcoming appointments and to help schedule testing for off-site services.
- Provide patients with support and guidance as needed.
- Work closely with the Volunteer Coordinator.
- Be able to locate and assists with community resources for services that are not provided by the Free Clinic.

Qualifications and Skills:

- High school diploma (Associate degree preferred)
- Spanish bilingual required
- 2 or 3 + years' experience in medical scheduling with an EHR
- Ability to prioritize task based on importance
- Excellent communication and problem-solving skills
- Familiarity with Microsoft Office suite
- Experience with athenaNet EHR preferred
- Ability to work in a team-based environment
- Knowledge of HIPAA regulations
- Knowledge of medical terminology is a plus