

Free Clinic of Southwest Washington – Medical Office Coordinator

Organizational Overview:

The Free Clinic of SW Washington is a non-profit organization that provides free, compassionate, quality health care to children and adults who are otherwise unable to access such services. The Free Clinic provides urgent, walk-in basic health care by a caring team of volunteer physicians/providers and supporting medical service volunteers. The Clinic maintains several types of health services including medical, dental, vision, immunization, emergency prescription assistance, and specialty medical care.

Position Summary:

The Free Clinic of SW Washington seeks a Medical Office Coordinator with healthcare knowledge, compassion, and commitment to manage our front office operations. The clinic is a fast-paced work environment that offers numerous challenges including managing patient information and referrals; tracking and evaluating data; training and supporting volunteers and other staff members; team collaboration; and implementing methods to optimize workflow. This position is full-time (40 hours per week); hours are variable based on clinic operations. Reports to the Medical Program Manager.

Key Responsibilities:

- Provides lead role in front office coordination, telephone answering, walk-in reception, and resource referral
- Manages front office volunteers, externs, and additional personnel including training and support
- Assists at morning and evening clinics as staffing needs require
- Collects patient data for use in clinic reporting
- Updates resource information as needed
- Other duties as assigned

Qualifications:

Required Skills & Experience

- Must be fluent in English and Spanish
- Front office medical experience including answering phones, data entry, and understanding office machines is highly preferred.
- Superior customer service skills
- Understanding of medical terminology and medical office functions
- Previous experience of overseeing office employees/volunteers
- Computer knowledge: Microsoft Word, Excel, Patient Databases
- Ability to collaborate and be a team member
- Attention to detail with excellent follow-up skills

Preferred Skills & Experience

- College Graduate
- Medical assistant training or health clinic work experience
- Ability to multi-task on several different projects
- Interest in and the ability to understand and relate to under-served populations
- Excellent written and verbal communication skills
- Excellent problem solving skills
- Understanding and ability to apply principles and rules of confidentiality

Compensation:

Competitive. Benefits package includes medical and dental insurance and retirement plan option.

To Apply: Submit a resume and cover letter to Christine Auerbach, Medical Program Manager, at tina@freeclinics.org or a hard copy to: Christine Auerbach; Free Clinic of Southwest Washington; 4100 Plomondon Street; Vancouver, Washington 98664.

Hours:

Mondays: 8:00 AM-4:30 PM (includes 30 minute break)

Tuesdays: 1:00 PM – 8:30 PM (includes 30 minute break)

Wednesdays: 8:00 AM-4:30 PM (includes 30 minute break)

Thursdays: 1:00 PM – 8:30 PM (includes 30 minute break)

Fridays: 8:00 AM-4:30 PM (includes 30 minute break)