

POSITION: Front Desk Receptionist

REPORTS TO: Office and Referral Services Manager

POSITION SUMMARY: Serves as the first impression of CommonGood Medical for our patients and visitors. Assists in managing the front office and provides administrative support to all clinic staff.

ESSENTIAL FUNCTIONS:

- Create a warm, comfortable setting in which the patient is welcomed and cared for while waiting to be seen by clinic staff.
- Check patients in and out of appointments and schedule patients for appointments.
- Answer incoming phone calls and voicemails for new patient inquiries or existing patients requesting appointments. Ensure all calls or messages are routed to the appropriate staff member
- Create and manage appointment reminders and all other outreach text messages.
- Support re-enrollment process for existing patients
- Answer requests for medication refills and route to medical staff
- Support enrollment process for new patients
- Check and schedule on-site referrals
- Oversee all incoming faxes and upload patient charts or forward to appropriate party.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide administrative support to other clinic staff.
- Other duties emanating from Administrative Referral Coordinator.

QUALIFICATIONS:

- **Fluency in Spanish and English required.**
- Detail-Oriented with the ability to quickly shift tasks.
- Strong administrative and organizational skills.
- Demonstrates excellent verbal and written communication and interpersonal skills in person and over the phone.
- Proficiency with computers and in Microsoft Office Suite and willingness to learn AthenaHealth (electronic medical record).

- Hands-on experience of scanners, copiers, fax machines and basic office equipment.
- Understands how to ask for help when situations or problems present which are beyond their ability or knowledge.
- Exhibits a willingness to learn new skills.
- Ability to work well under pressure and handle difficult situations in a calm manner.
- Ability to align with our organizational values.
- *Some Saturday and evening availability is required.*
- *Our ideal candidate for this role is one that agrees with and has a passion for the vision and mission statement of CommonGood Medical, including our priority of being a Christ-focused ministry first, and a clinic second.*

HOURS: Part-Time