



Cow Creek Government Office

Position Description

Position Title: Front Office Manager

Department: CCH&WC

Reports To: Clinic Director

FLSA Designation: Exempt

POSITION PURPOSE:

Provide and maintain a professional clinic environment.

ESSENTIAL FUNCTIONS:

- Provide direct supervision of front office staff (Medical Reception, Medical Records, Referral/Prior Authorization and Outreach staff).
- Helps identify and resolve operational problems.
- In house Privileging and Patient insurance coordination.
- Reconciles employee time sheets and maintains leave records.
- Assists with hiring and training of assigned staff.
- Medical Reception protocols and metrics established and followed.
- Clinic front office workflow tracking.
- Coordinate OHP bi-weekly focus group and outreach events to assure the CCH&WC maintains adequate medical home teams panels and all patients have health insurance.
- Establish department protocols and metrics to be followed for each division.
- Prepares daily bank deposit and performs monthly reconciliation.
- Participates in professional development efforts for self and staff, to ensure accuracy in health care practices and trends for business office staff.
- Prepares monthly, quarterly and year-end reports.
- Routine Clinic Front Office Management.
- Responsible to assure access for all CCH&WC patients follows template and protocols per management PDSA.
- Improved Patient Care (IPC) and Quality Coordination for front office staff.
- Integrate health and safety as a value in how all work is conducted, by constantly striving to create a workplace that is healthy and safe for self and co-workers.
- Ability to travel between two campuses (Canyonville and Roseburg), as assigned.
- Help assist the management team in running reports for productivity and patient care.
- Ensure patient surveys are being handed out to patients upon checkout.
- Performs other related duties as directed or required.
- Maintains patient confidentiality.

- Provides coverage to front office as needed.

QUALIFICATIONS:

- Bachelor's Degree preferred.
- Minimum of three–five years medical office management and cash handling experience.
- Working knowledge of front office procedures, office equipment, Microsoft Office, computer and telephone experience and knowledge of government program rules and regulations.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. Occasionally lifting files or paper weighing up to 20 pounds. Occasionally work environment may be very stressful.

Mental/Physical Requirements: Normal office environment. May view computer screens for long periods of time. Occasional evening or weekend work.