



Cow Creek Government Office

Front Office Manager

Job Code: 2202
Department: CCH&WC
Location: Roseburg, OR
Minimum Salary: \$58,000

POSITION PURPOSE:

Provide and maintain a professional clinic environment.

ESSENTIAL FUNCTIONS:

- Leads by example with greeting visitors as soon as they enter, determine their needs and direct them to the proper outlet.
- Provide direct supervision and oversight of front office staff (Medical Reception, Medical Records, Referral/Prior Authorization and Outreach staff).
- Communicates effectively and professionally with all clinic staff, patients and vendors via phone, email and in-person.
- Responds to and helps address patient concerns in a timely manner.
- Assists with hiring and training of assigned staff.
- Establish medical reception protocols and procedures to best serve our patients.
- Maintains a safe and healthy work environment.
- Ability to travel between two campuses (Canyonville and Roseburg), as assigned.
- Help assist the management team in running reports for productivity and patient care.
- Performs other related duties as directed or required.
- Maintains confidentiality according to HIPPA regulations.

QUALIFICATIONS:

- 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.