



Cow Creek Government Office

Front Office Lead

Job Code: 2207
Department: CCH&WC
Location: Roseburg, Oregon
Minimum Hourly: \$20.41

POSITION PURPOSE:

This position works closely with the Health Operations Manager to ensure positive patient experience in support of the Patient Centered Primary Care Home model. This position will coordinate and oversee activities of the medical reception front desk to ensure compassionate and professional care for patients while ensuring an effective and efficient front desk workflow. Areas of focus include accurate and efficient insurance verification, patient payment collection and program eligibility for all CCH&WC patients, as well as participation in team-based care initiatives in the health centers. This position requires excellent critical thinking, patient relations, organizational and time management skills, as well as strong attention to detail. Assist providing and maintaining a professional clinic environment while adhering to Tribal policies and HIPAA regulations while maintaining a culturally sensitive and welcoming environment for patients.

ESSENTIAL FUNCTIONS:

- Provides day-to-day support and oversight of front office Medical Office staff.
- Provides excellent customer service to patients and staff; model excellent customer service for front office staff; coaches staff to provide excellent customer service.
- Helps identify and resolve front desk operational problems.
- Provides front office coverage including answering phones, scheduling patient appointments, verify insurance and other duties.
- Tracks front office workflow, revising and improving for efficiency.
- Participate in the design and implementation of new front desk workflows.
- Attends meetings and trainings.
- Integrates and ensures health and safety of staff and patients in daily operations of front office.

- Participate in committees' meetings when assigned.
- Reports weekly and monthly to the Health Operations Manager on front desk reception activities and workflows.
- Assists HOM as needed in any front desk related activities.
- Performs other related duties as directed or required.
- Maintains patient confidentiality and ensures protection of Personal Health Information (PHI) per HIPAA regulations.

QUALIFICATIONS:

- High School Degree required.
- Working with tribal communities and/or underserved populations preferred.
- Knowledge of clinic front office patient flows and Oregon Medicaid (OHP) a plus.
- 2+years medical office management and cash handling experience preferred.
- Working knowledge of front office procedures, office equipment, Microsoft Office, computer and telephone experience.
- Excellent customer service skills.
- 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.
- Ability to travel between two campuses (Canyonville and Roseburg), as assigned.