



Cow Creek Government Office

Front Office Supervisor

Job Code: 2206
Department: Clinic
Location: Canyonville and Roseburg
Minimum Salary: \$62,368

POSITION PURPOSE:

The Front Office Supervisor oversees the daily operations of the front desk and patient services to ensure an efficient, culturally respectful, patient-centered experience. This role provides leadership, supervision, and coaching to front office staff while ensuring compliance with all regulatory, accreditation, and tribal standards. The supervisor supports clinic-wide goals for scheduling optimization, patient flow, safety, and high-quality customer service.

ESSENTIAL FUNCTIONS:

- Provides overall management of front office functions, including patient check-in/check-out, incoming phone lines, appointment scheduling, insurance verification, patient registration packets, demographic updates, payment collection, and general inquiries.
- Ensures timely scheduling and resolutions of patient visits.
- Monitors schedule utilization for primary care providers and works with the Health Operations Administrator and Medical Director to optimize access and reduce no-shows.
- Oversees quality and accuracy of insurance eligibility checks, documentation, and completion of required patient forms.
- Directly supervises Front Office staff and Outreach Coordinators.
- Provides daily leadership, mentorship, and performance coaching to reception staff to support competency, accountability, and professional development.
- Oversees onboarding, training, and competency validation for front office staff, including customer service standards, registration accuracy, safety protocols, and privacy practices.
- Coordinates front office coverage, time-off requests, and staffing adjustments to ensure continuous clinic operations.

- Conducts regular team meetings, bi-weekly staff check-ins, and morning huddles to ensure communication, consistency, and operational alignment.
- Ensures compliance with AAAHC standards, HIPAA, Tribal policies, privacy/confidentiality, and all applicable federal, state, and third-party payer requirements.
- Completes incident reports in a timely manner and collaborates with on investigations, follow-up actions, and complaint resolution.
- Monitors required portals for outreach assistors or eligibility programs, ensuring accuracy and compliance with payer requirements.
- Identifies workflow barriers, service gaps, and opportunities for improvement in patient access, scheduling, communication, and front desk processes.
- Creates standard operating procedures to support the most efficient workflow.
- Promotes and ensures that departmental policies, procedures, and workflows are current, standardized, and consistently followed by all reception staff, including safety procedures.
- Keeps staff informed about schedule updates, provider availability, operational changes, and clinic-wide initiatives.
- Collaborates with billing, care coordination, outreach, and quality teams to ensure documentation accuracy, patient experience excellence, and efficient revenue cycle processes.

QUALIFICATIONS:

- Associates degree preferred.
- 3 years' direct customer service experience, preferably in a medical office.
- Knowledge of Patient Centered Primary Care Home model preferred.
- 2-5 years clinic front office supervisory experience, preferred.
- Excellent communication and interpersonal skills.
- Strong organizational and analytical skills.
- Experience in de-escalating/defusing difficult situations.