Cow Creek Government Office

Front Office Lead

Job Code: 2207
Department: CCH&WC
Location: Roseburg, Oregon
Minimum Hourly: $21.27

POSITION PURPOSE:

This position works closely with the Front Office Supervisor 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.

ESSENTIAL FUNCTIONS:

- Provides day-to-day support of front office Medical Office staff.
- Provides excellent customer service to patients and staff; model excellent customer service for front office staff; encourages 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.
- Ensure timely processing of patient recalls, reschedules, waitlists, and follow-ups.
- Maintains patient confidentiality and ensures protection of Personal Health Information (PHI) per HIPAA regulations.
- Other duties as assigned.

QUALIFICATIONS:

- High School Degree required.
- 1+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.