



JOB DESCRIPTION: FRONT OFFICE OPERATOR/RECEPTIONIST

JOB TITLE: Front Office Operator/Receptionist
REPORTS TO: Front Office Supervisor
DEPARTMENT: Front Office
LOCATION: Rolling Hills Clinic (RHC)
740 Solano Street, Corning, CA 96021
2540 Sister Mary Columba Drive, Red Bluff, CA 96080
STATUS: Full-time, 100% FTE, Non-Exempt

*Native Preference in hiring is given to qualified enrolled members of Paskenta Band of Nomlaki Indians and Native Americans in accordance with the **Indian Preference Act (Title 25, US Code, Section 472 and 473)**. Applicants claiming Indian Preference must submit verification of Indian certified by tribe of affiliation or other acceptable documentation of Indian heritage.*

POSITION SUMMARY

Under general supervision, facilitates communication process between outside public, patients, and all operating departments. Responsible for handling front office reception and administration duties, including greeting guests, answering phones, handling fax correspondence, and sorting and distributing incoming mail.

ESSENTIAL JOB FUNCTIONS

1. Operate multi-line telephone system. Answer incoming calls and determine the purpose of calls. Process calls according to purpose of call and/or forward urgent calls to appropriate personnel or department.
2. Retrieve messages from voicemail and forward to appropriate personnel via telephone encounter if applicable.
3. High volume amount of calls and heavy phone usage.
4. Assist Front Office Receptionists as time allows.
5. Answer questions about Rolling Hills Clinic and provide the appropriate information needed to the persons inquiring. Ability to communicate effectively in English and Spanish.
6. Decipher patient needs and assist patient by scheduling accordingly. If patient is in need of Urgent Care, call the correct personnel to triage patient as soon as possible.
7. When scheduling patients, add patient to EMR with correct patient information, provide patients with mandatory clinical forms to fill out and sign to scan to patient HUB, collect insurance and enter information into the EMR and scan the insurance card to the system, and collect co-pay when necessary.
8. Receive patient payments such as co-pays, outstanding balances, guarantor payments and assign them to the correct patient accounts.
9. Observe office equipment such as: fax machines, printers, scanners and shredders. Make sure all equipment is working correctly and if any problems arise, email the supervisor regarding the problem. If problem is urgent and stopping normal practice flow, contact supervisor.
10. Employee Safety: Safely performs all duties; follows required protective protocols to ensure personal safety as well the safety of others.
11. Must maintain compliance with ergonomic safety standards; be mindful of posture and regularly practice ergonomic stretches.
12. Safety: Responsible for ensuring that all duties, responsibilities and operations are performed with the utmost regard for the safety and health of all personnel involved, including themselves.

13. Safety: Take appropriate corrective actions to address matters pertaining to employee health and safety that have been brought to their attention.
14. Other duties as assigned by Supervisor.

MINIMUM QUALIFICATIONS

1. One year certificate from College or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.
2. ***Bilingual: English/Spanish required!***
3. Must have strong organizational and multi-tasking skills.
4. Must be able to work well with others or alone, under minimal supervision.
5. Must be able to work well under pressure and strict deadlines.
6. Strong computer experience required.

LOAN REPAYMENT PROGRAM

Rolling Hills Clinic is a National Health Service Corp (NHSC) approved site where primary care physicians who are eligible for loan repayment funding can fulfill their service obligation. Rolling Hills Clinic is an Indian Health Program site for Indian Health Services (IHS) Loan Repayment Program.

NOTE TO APPLICANTS: Please be advised a post job offer, pre-employment Drug Testing, Physical and TB test are required as a condition of employment. Additionally, you may be asked to get a Department of Justice Fingerprinting clearance as a contingency for an offer of employment. Criminal clearances are obtained to protect the welfare and safety of clients receiving services at Rolling Hills Clinic.

CORE COMPETENCIES

1. Problem Solving – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations; use reason when dealing with emotional topics.
2. Technical Skills – Assess own strengths and weaknesses; pursue training and development opportunities; strive to continuously build knowledge and skills; share expertise with others.
3. Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to request for service and assistance; meets commitments.
4. Interpersonal Skills – Focus on solving conflict, not blaming; maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas and try new things.
5. Oral Communication – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; demonstrate group presentations skills; participate in meetings.
6. Written Communication – Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs; present numerical data effectively; ability to read and interpret written information.
7. Teamwork – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; ability to build morale and group commitments to goals and objectives; support everyone's efforts to succeed

LANGUAGE SKILLS

Bilingual: English/Spanish required!

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

COMPUTER SKILLS

To perform this job successfully, an individual should have proficient knowledge of Microsoft Office software (Word, Excel, Outlook) and EHR systems.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit; use hands to pick up, handle or feel; reach with hands and arms; talk or hear. The employee is occasionally required to stand and walk. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. The patient flow can be slow to very hectic at times depend on the day and the time of day. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at any time by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms. The job description does not constitute an employment agreement between Rolling Hills Clinic and employee and is subject to change by the Paskenta Band of Nomlaki Indians.