

FRONT DESK ADMINISTRATOR**POSITION OBJECTIVE/SUMMARY:**

The Primary Care Front Desk Administrator is responsible for the coordination of the non-clinical operations of the Front Desk in the Health Clinic office to maximize efficiencies of the clinic. The position ensures we are supportive and responsive to patients and visitors.

REQUIRED SKILLS AND QUALIFICATIONS:

1. Completion of Associate's in Health Administration or related field of academic discipline preferred;
2. A minimum of 5 years of experience in supervising staff in a clinical practice required;
3. Applied knowledge of ADA procedures and codes; experience supervising personnel;
4. Experience in working with physicians in the primary care healthcare system, and with community-based organizations and clinics.
5. Familiarity with Community Health Clinics.
6. Knowledgeable of an electronic health record (EHR) system
7. Experience working with multiple benefits coverage programs including private insurance and government programs.
8. Valid California Driver's License and proof of personal liability auto insurance as required by California State Law.
9. Bilingual English/Spanish preferred.

ESSENTIAL JOB FUNCTIONS:

1. Organize and supervise the procedures of the Primary Care clinic front office, including but not limited to the areas of: appointment scheduling, communication with patient's and referring agencies, ordering supplies for front/back office, supervision of non-clinical, front office staff, and patient recall for population management initiatives.
2. Provide guidance to front office staff, including clinical, to ensure proper clinic flow and front office procedures are being followed
3. Work in conjunction with the Clinic Manager to coordinate patient satisfaction surveys and improvement plans in order to promote exceptional service levels among clinic's patient population.
4. Monitor managed care authorizations for specialist and procedures for both inbound and out bound referrals, participate in meetings with referral coordinator and referring agencies to coordinate patient appointments

5. Work in conjunction with Patient Engagement Team to conduct quality assurance audits to ensure registration and eligibility processes are completed according to clinic policies/protocols.
6. Work with billing staff, Patient Engagement Team, and Clinic Manager to identify action plans to address billing errors that result from registration and eligibility activities.
7. Review encounter reports quarterly to ensure demographics are captured according to state and federal reporting requirements.
8. Work closely with the site and security managers to maintain security and maintenance.
9. Ensure that all front office staff is recording time worked accurately in the payroll system.
10. Assist the patient's with understanding the limitations of certain services and assist them in finding a solution to their concerns.
11. Present a professional front office appearance to visitors, granting agencies, other FQHC's, and community-based organization
12. OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS