

## **Job Description**

**Job title: Front Desk Coordinator**

**Report to: Supervisor**

### **INTRODUCTION**

The Front Desk Coordinator, supervises, and assists the receptionists, plans and coordinates a variety of service functions that are related to the front desk operations and the healthcare team. This position also encompasses all of the duties of the receptionists. These functions include, but are not limited to, reception (client and phone), maintenance of medical records, accounts maintenance, cash processing, ordering of administrative supplies and equipment, data entry and retailing of items.

### **PRIMARY JOB RESPONSIBILITIES**

- Train, supervise and assist the receptionists in their performance of a variety of administrative and public relations and client education duties. Ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Oversee the screening and assembly of medical records and files for active use, storage or disposal in accordance with the established records control schedules.
- Oversee auditing of charts for completeness of information.
- Oversees the inventory and purchase of office supplies and forms storeroom, reorders supplies/informs the supervisor of the need for supplies to maintain pre-determined stock levels.
- Place routine service calls for maintenance of office equipment using predetermined vendors.
- Create employee schedules that align with doctor, team and surgery and outpatient needs while monitoring overtime and payroll costs.
- Provide guidance and direction to subordinates, including setting performance standards and monitoring performance. Direct on the job training. Conduct timely performance evaluations, mediate interpersonal problems and address concerns. Make recommendations to the practice manager concerning personnel matters and assist with follow through of disciplinary actions.
- Conduct monthly departmental meetings and schedule in-service meetings as deemed appropriate and necessary.
- Motivate and inspire the receptionist team to provide high quality care to the patients and clients.
- Work well with all team members and ensure that your actions support the facility, the doctors, and the practice philosophy.
- Maintain effective employee-management communication. Periodically review front desk operations for efficiency and accuracy. Make recommendations to the supervisor as to ways in which the front desk can be enhanced.

- Knowledgeable regarding related federal and state health laws and regulations including OSHA. Ensure that the facility and the medical staff team are in compliance with regulations. Inform the supervisor of any regulatory issues.

### **Receptionist Responsibilities**

- Provide friendly, quality client care to the patients and clients.
- Receive incoming calls, screen those that are handled by other medical staff team members and take care of routine calls. Provide knowledgeable sub-professional advice concerning the care and treatment of patients.
- Follow established policies and procedures in referring patient for immediate treatment when requests are accompanied by physicians' referral.
- Schedule appointments, obtaining all necessary data concerning the patient.
- Prepare to receive appointments by retrieving patient records, preparing needed forms in advance of patients' arrival. Complete required forms and obtain all necessary information.
- Check patients in - greet patients in a professional, friendly, hospitable manner.
- Discharge patients. Review charts of patients being discharged from the clinic for completeness of information, make new appointments or note changes in patient status as necessary. Enter charges and set up future reminders in system. Present patients with medications, instruction.
- Assure that all financial obligations are met by patients. Collect co-payments and account balances, make change, process credit card transactions and assist in making count of cash, run end of day transactions.
- Schedule specimen pick up prior to the day of service if necessary.
- Assist in the updating of client files. Follow-up with patients when indicated.
- As required, enter data into the computer system, retrieve and modify computerized records.
- Perform a variety of clerical duties, receiving, sorting, distributing mail, sending out mailings, cleaning, organizing reception area, type memos, correspondence, reports and other documents. Assist in the ordering, receiving, stocking and distribution of supplies.
- Must be able to maintain a positive working environment.
- Perform other duties as assigned.

### **SKILLS AND KNOWLEDGE**

- Requires knowledge of outpatient surgery center procedures outlined in the current employee manual as well as those that are implied (reasonable expectations).
- Strong communication, leadership and motivation skills. Has the ability to effectively solve problems dealing with staff conflict to personnel issues and performance. Has the ability to direct, guide and assist a group of individuals.

- Knowledge of principles and processes for providing patient and personal services. This includes patient needs assessment, meeting quality standards for services, and evaluation of patient satisfaction.
- Ability to show unbiased judgment when managing people and makes fair and just recommendations in regards to personnel issues and/or disciplinary action.
- Possession of strong organizational skills.
- Excellent verbal and written communication skills. Possess exceptional interpersonal communication skills.
- Knowledge of free standing ambulatory surgery center procedures and operating instructions for making appointments, assembling patient medical records, recording test results, relaying information regarding patient's condition, and compiling and submitting data on patients treated.
- Knowledge of the spelling and meaning of commonly used terminology of general medicine to accurately record results of tests and file medical reports according to alpha, numeric or subject matter headings.
- Requires strong client service skills. Personal contacts are with patients affected by a variety of problems, visitors and other medical staff team members. Considerable tact and diplomacy is required. Must accurately relay patient's account of the medical complaint(s) involved to the medical staff team member who will be involved in treating the patient(s).
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Critical thinking - Understanding logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Knowledge of computers and relevant software applications including MS Office (Word), managing files and records, and other office procedures.

Employee signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor signature \_\_\_\_\_

Date \_\_\_\_\_