

# Sharon Community Health Center

## Front Desk Clerical Support Job Description

Position: **Front Desk Clerical Support**

Reports to: Office Manager/ Executive Director

**General Overview of Position Description:** The Front Desk Clerical Support acts as the receptionists, manages scheduling to allow most appropriate patient flow, triage phone calls and routes those messages to the appropriate recipient and manages communications between facility and areas agencies, hospitals and other medical offices. Computer skills commensurate with current electronic health records: demonstrate the knowledge, skills and ability to cope with adolescent, adult and geriatric patients in a community health center environment.

### Essential Services

- Ensure all patient information is correct or updated including demographics, pharmacy and insurance
- Generate required paperwork for review and completion
- Ensure accurate scheduling of patients
- All phone messages are taken correctly, completely and forwarded to the correct recipient.
- Organizes and maintains all incoming and outgoing correspondences for the office.
- Routine recall of patients for appointment scheduling
- Appointment Reminder Calls and No Show follow-up calls

### Leadership

- Effectively make independent decisions in a timely manner based on expertise and scope of responsibility.
- Demonstrates effective problem solving and critical thinking skills.
- Supports Executive Director in achieving the SCHC strategic goals.
- Consistently practice service excellence role expectations.
- Interacts positively with other office staff and providers.
- Consistently adheres to the department policies.

### Performance Improvement

- Participates in the quality efforts and HIPPA standards.
- Supports staff participation in SCHC quality and education efforts.
- Consistently seeks opportunities for improvement rather than accepting the “status quo” by show a willingness to learn.

### Communication

- Gives positive and negative feedback in a timely manner.
- Actively listens and uses restatement and reflection to clarify understanding.
- Uses interdisciplinary communication as a tool for problem solving.

### Accountability

- Arrives at work and starts duties on time.
- Uses appropriate guidelines when releasing records or information.
- Consistently applies administrative and personnel policies.
- Meets established deadlines.
- Completes required training.
- Accepts responsibility for own behavior and performance.

### Customer Service

- Demonstrates a service oriented approach by conveying courtesy, respect, enthusiasm and positive attitude in a work situation.
- Promotes good public relations between area agencies, hospitals and medical offices.
- Works cooperatively with the office staff, providers and management.

**Security & Compliance**

- Maintains the security and confidentiality of all patient records and SCHC information as written in our Policies and Procedures.
- Ensure all outside doors are secure for your office before you leave for the day.

**Minimum Qualifications**

- High School Diploma or equivalent is required: 1 year of medical office experience, 1-3 year experience working with underserve populations is preferred.
- Technical Skills: Able to operate a computer, fax machine, printers, scanners, webcam and other office equipment.
- Electronic Medical Records Experience, Centricity Experience preferred
- COVID vaccination required upon hire
- Must have excellent oral and written skills and intermediate computer skills
- Must maintain a valid drivers license or dependable transportation

**Licenses or Certifications Required:**

- Licensure: None required
- Medical Assistant preferred and must be fluent in medical terminology

**Physical Demands:**

The physical demands are representative of the essential functions of the role. Reasonable accommodations maybe made to enable a individual with disabilities to perform functions. The employee, while fulfilling job duties is required to sit, stand, walk, climb, balance, stoop, kneel, crouch or crawl. The use of ears, eyes, legs, feet, arms, hands and fingers to feel, reach, talk or hear. The employee must be able to lift 25 pounds and on occasion up to 50 pounds, however duties maybe shifted to avoid lifting restrictions.

Failure to comply with standard or failure to report and event that violates legal or compliance requirements may result in disciplinary action, up to and including possible termination, in accordance with SCHC policies.

**Work Environment:**

The noise level is relatively low. Employees may work near moving parts and maybe exposed to electrical shock risk while working on copier, computer answering the phone. Stress level can be high at times.

The job description is not intended to be an exhausted list of all duties, responsibilities or qualification of the position.

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_