



## Medical Front Office Receptionist

We are looking for a passionate and motivated Medical Front Office Receptionist (bilingual in English & Spanish) to join our team! The hours of this position are 40 hours per week, Monday-Friday, with a majority of the hours in the medical office, and occasional dental and call center coverage. With the occasional coverage, you will be cross-trained to understand the Dental Front Office roles and the Call Center roles.

As a Front Office Receptionist, you will be one of the first people that our patients will come into contact with, whether it be on the phone or in person with both English and Spanish speaking patients. You would be a keeper of the schedule and assist patients by scheduling appointments, confirm appointments, check them in/out in the electronic health record, determine insurance eligibility, collect payment, and refer patients to our Enrollment Counselors.

The ideal candidate is a quick learner, well-organized, bilingual in English and Spanish, and has a significant background providing excellent customer service! The ideal candidate enjoys working with people, making connections, and building relationships. In addition, the ideal candidate will have strong communication skills, – listening included – the ability to establish effective, trusting relationships, and passion to provide exceptional care to the patients of Winters Healthcare as we partner with them in their health journey. Can you see yourself here? We hope so!

### Responsibilities:

- Communicate, collaborate and work in a team-oriented environment supporting our model of care
- Greet patients, answer questions, answer phones, route calls, schedule and confirm appointments
- Determine insurance coverage and eligibility for various insurances and programs

### Qualifications:

- Bilingual fluency in English/Spanish is required (ability to read, write, and speak)
- Significant background providing outstanding customer service
- Strong computer skills; knowledge of Open Dental and eClinical Works is preferred.
- Experience in a medical setting is preferred and experience in a Federally Qualified Health Center is a plus!

### Hours:

- This position will be a regular, full-time position at 40 hours per week. A minimum of one evening shift per week is required. You will have a pretty set schedule with 3 or 4 days scheduled from 8am - 5pm, and 1 or 2 days scheduled from 11am - 8pm.

### Compensation and Benefits:

- Hourly rate range starts at \$14.50/hour and may increase to \$18.50/ hour depending on experience
- Covered insurances include medical, dental, vision, life, AD&D, and long-term disability – 100% covered for employee
- Paid Time Off and paid holidays off. (~22 days in year 1)
- 401K retirement match program
- Flexible Spending Account (FSA)

Here at Winters Healthcare, we know that we are a unique organization and we love what we do and for whom we do it. We are big on fit, and while we will assess that fit, we understand that you are doing the same. Tell us what your interests are and let's collaborate together to do great things for our patients and our community! To chat with us, contact Kelly Fahey, Director of Human Resources at 530-212-1029 or by email at [kfahey@wintershealth.org](mailto:kfahey@wintershealth.org). Recruiters, please do not contact – we enjoy hearing from our candidates directly.



## **Medical Front Office Reception**

**Reports to:** Dental Department Manager

**FLSA Status:** Nonexempt, hourly

### **Summary of Duties:**

The Medical Front Office Receptionist works as part of the medical care team and cares for patients and supports the team in the role of the Front Office. The front office receptionist is responsible for being the first point of communication with patients. The receptionist does patient scheduling, verification of information, routing phone calls, triaging challenging calls and walk in issues and collecting patient payment. Responsible for helping patients qualify for in-house, Federal, State or county discounted programs or refer to our Certified Enrollment Counselors. Provides administrative support including general clerical, ordering front office supplies, and project based work.

The ideal candidate enjoys: working on a team, being with people (co-workers, patients, community, etc.), collaborating, being innovative, and building connections and relationships. Additionally, the ideal candidate has experience working in a medical office and understands medical terminology (in English & Spanish) and the basics of different medical procedures/work flows. We are a unique organization and value the relationships we develop with one another to improve the health of our community.

### **Essential Functions:**

1. Communicate, collaborate and work in a team-oriented environment supporting Relationship Based Care
2. Maintain a comfortable and welcoming environment in the waiting area
3. Greet patients, answer phone, route calls, schedule and confirm appointments
4. Verify patient demographic information, insurance coverage and eligibility for various programs
5. Answer questions from patients, clerical staff, insurance companies
6. Evaluate patient's financial status and establish budget payment plans when necessary.
7. Participate in educational activities and attend staff meetings
8. Provide occasional coverage for the Medical office and/or call center (cross-training will be provided)
9. Support performance and quality improvement efforts, and participate in related activities as required.
10. Other duties as assigned

### **Minimum Requirements**

#### **Education and Work Experience**

- High school diploma or equivalent,
- Minimum of one year in a medical setting with medical front office experience or medical call center experience,
- Significant background providing outstanding customer service
- Strong computer skills with working knowledge of Open Dental and eClinical Works is preferred.
- CPR certification (or within 60 days of hire)

#### **Knowledge, Skills and Abilities:**

- Fluency (the ability to read, write and speak) in English and Spanish
- Well-organized and detail-oriented with the ability to establish and maintain working relationships with patients, employees and the public
- Experience operating standard office equipment
- Requires effective oral and written communication skills, excellent interpersonal skills, & computer literacy.
- Emotional intelligence and critical thinking skills
- Ability and comfort building relationships with coworkers and patients
- Demonstrated team experience and proven successes in implementation of team goals
- Significant background providing outstanding customer service
- Proficient in computer programs such as Microsoft Office: Word, Excel, Outlook
- A passion and dedication for serving the healthcare needs of our clients

- Previous experience with Federally Qualified Health Centers (FQHC), low income or medically underserved populations preferred

**Other Requirements:**

Authorization and consent for Winters Healthcare to investigate candidate's background with a consumer report for employment purposes, to evaluate candidate/employee for employment, promotion, reassignment, or retention as an employee

**Operating hours:**

- Monday, Tuesday and Thursday: 8:00 am – 8:00pm; Wednesday and Friday: 8:00 am – 5:00pm.

**Working Hours:**

- This position will be a regular, full-time position at 40 hours per week. A minimum of one evening shift per week is required. You will have a pretty set schedule with 3 or 4 days scheduled from 8am - 5pm, and 1 or 2 days scheduled from 11am - 8pm.

**Compensation and Benefits:**

- Hourly rate range starts at \$14.50/hour and may increase to \$18.50/ hour depending on experience
- Medical, dental, and vision benefits 100% sponsored for employee
- Supplemental long-term disability, life insurance/ AD&D, employee assistance program provided to the employee at no cost
- 9 Holiday paid days off
- 13 days of Paid Time Off during first year at WHF (PTO tiers increase on year 2)
- 401K retirement match program
- Flexible Spending Account (FSA)

**Physical Demands:**

While performing the duties and tasks of this job, Employee is regularly required to stand; walk; work on irregular surfaces; reach with hands and arms; use hands to finger, handle or feel objects, tools, or controls; talk or hear; and taste or smell. Employee is occasionally required to sit and stoop, kneel, crouch, bend, squat, twist or crawl. This job requires physical effort and the ability to place or retrieve items at below waist level may be required.

Employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception, and the ability to adjust focus. Employee occasionally may be required to transfer patients to/from a wheelchair. The physical demands described here are representative of those that must be met by 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.

**Environmental/ Working Conditions:**

The environment is a standard medical office environment. Regular office hours are Monday through Friday. Evenings and overtime may be required. Office hours may be changed as business needs dictate. The working environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

While performing the duties of this job, Employee is occasionally exposed to toxic or caustic chemicals, required to work near moving mechanical parts and sharp instruments, and may be at risk of electrical shock. The noise level in the work environment is usually moderate.

For more information on the open position, visit us online at <http://www.wintershealth.org/join-our-team/>