

## Front Desk Associate Position Description

Employee: \_\_\_\_\_ Date of Hire: \_\_\_\_\_  
Positions Supervised: None Supervisor: Director of Clinical Operations  
Status: Full Time, M-F  
Classification: Non-Exempt, Hourly Last Revised: 5/5/2023

**Position Summary:** Under the direction of the Director of Clinical Operations, the Front Desk Associate is responsible for greeting patients, visitors and vendors, scheduling patient appointments and maintaining accurate records and accounts.

### Primary Duties:

- Welcoming patients, visitors and vendors. Checking patients in for appointments as they arrive and assisting with check-in procedure as needed. Manages patient flow and communicates arrival and delays between provider and patient.
- Answering telephone calls courteously and scheduling patient appointments. Provides general office information or directs calls to appropriate office staff per caller inquiry. Distributes office mail and fax documents.
- Assists front desk staff with chart preparation for next day's appointments based on care teams, welcoming patients, visitors and vendors. Checking patients in for appointments as they arrive and assisting with check-in software as needed. Manages patient flow and communicates arrival and delays between provider and patient.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information. Collects co-pays/visit charges. Scans photo identification, insurance cards and patient paperwork as applicable. Accurately documents all patient encounters within the electronic health record.
- Comforts patients by answering questions within scope and responding to patient complaints.
- Maintains neat and clean waiting area and keeps work organized and free of clutter.
- Protects patient's rights by maintaining confidentiality of all patient and financial information and adheres to policies/safety practices as established by FCHC.
- Willingness to work evening and weekend shifts, fill in at other clinic sites when needed and work hours in excess of 40 during staffing shortages.
- Assists with Provider rescheduling as needed.
- Send out Good Faith Estimates and sliding scale applications to self-pay patients.
- Utilize portals for insurance verifications.
- Assists patients with data entry as needed.
- Run daily reports.
- Maintain daily deposit worksheet.
- Verifying all legal documents.
- Documenting no-shows.
- Other duties as may be assigned from time to time.

### Competencies/Skills:

- Strong oral expression and comprehension.
- Ability to work in a team environment.
- Ability to prioritize, multi-task and manage time effectively.
- Demonstrates excellent customer service skills through courteous and professional interaction with patients, visitors, vendors and staff.
- Demonstrates basic understanding and knowledge of electronic health record system, check-

insoftware and Microsoft Office applications.

- Quality focus, strong organization and attention to detail.
- Demonstrates dependability through good attendance and punctuality.
- Willingness to learn, embrace change and maintain a positive attitude.

**Experience, education/training and licensure:**

- High school diploma or GED equivalent required.
- 1 year of experience in ambulatory primary care or related office setting required. FQHC experience preferred.
- 1 year of Electronic Health Record (EHR) experience preferred. NextGen experience preferred.

**PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS:**

Must be able to push, pull and assist in lifting up to 50 lbs. May be exposed to loud noises. Must be able to stand and sit for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with office personnel and external customers. May be exposed to blood and bodily fluids.

**Attestation:**

1. I have read the duties and responsibilities for my position as listed in this Position Description.
2. I understand what is expected of me in the performance of my duties and responsibilities.
3. I am able to perform my duties and responsibilities with/without any restrictions.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_\_  
Date Approved

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.