

Front Desk Associate Position Description

Employee: _____ Date of Hire: _____
Positions Supervised: None Supervisor: Operations Manager (Lead Front Desk Associate)
Status: Full Time, M-F
Classification: Non-Exempt, Hourly Last Revised: 5/21/2025

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

Primary Duties:

- Welcome patients, visitors and vendors. Check patients in for appointments as they arrive, assist with the check-in procedure as needed using check-in software and assist patients when needed with check-in tablet. Manages patient flow and communicates arrival and delays between provider and patient. Directs patients and visitors to the correct floor/provider.
- Answers telephone calls courteously and Schedule/reschedule patient appointments. Provides general office information or directs calls to appropriate office staff based on caller inquiry.
- Complete chart preparation for next day's appointments based on care teams as assigned.
- 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 a neat and clean waiting area and keeps personal workspace organized and free of clutter.
- Protects patient's rights by maintaining confidentiality of all patients and financial information and adheres to policies/safety practices as established by FCHC.
- Willingness to work evening and weekend shifts, filling in when needed recognizing work hours may be in excess of 40hrs during staffing shortages.
- Assists with Provider rescheduling as needed.
- Coordinate with rooming staff to check patients in for lab draws. Ensure lab orders are sent to the lab correctly from the provider.
- Send out Good Faith Estimates to self-pay patients along with sliding scale applications as applicable.
- Utilize portals for insurance verifications and run eligibility daily.
- Run daily reports.
- Maintain daily deposit worksheet.
- Verifying all legal documents.
- Documents 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-in software 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.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date