



Job Description

Job Title: Front Office Assistant
Date Last Revised: August 2024
Reports to: Front Office Coordinator
FLSA Status: PT hourly, Non-Exempt (13 hours/week)

Job Summary

The Front Office Assistant is responsible to coordinate administrative components of Genesis Community Clinic in collaboration with the Front Office Coordinator and volunteers.

Duties and Responsibilities

Reception – Provide public “face” of organization to guests, volunteers, and patients

- Cheerfully provide frontend greeting and phone reception
- Receive and sort mail
- Assist clients/patients as needed with questions or direct them to the appropriate staff person
- Check medical and dental patients in and out for appts.

Medical clinic collaboration–Collaborate with clinic staff regarding appropriate front office duties

- Accurately record, organize, update and store patient information in the EMR system, with specific emphasis on HIPAA compliance
- Schedule, confirm, and maintain patient appointments
- Manage outgoing and incoming patient records and referrals
- Assist in the refill process with patient medications as needed
- Train front office volunteers

Other Duties as Assigned

Minimum Qualifications

- A committed Christian, demonstrating a growing personal relationship with Jesus Christ.
- High School Diploma or equivalent
- Prior experience in the medical field or academic knowledge of clinic practices
- Ability to stay highly organized and accurate in a fast-paced environment
- Adaptable and a team player
- Proficiency in standard Microsoft Office applications, such as MS Outlook, MS Word and Excel.
- Ability to learn and use multiple patient information management systems

- Ability to maintain client confidentiality and follow strict federal regulations

Superior Qualifications

- Bilingual in Spanish
- Proficiency using EMRs, specifically athenaClinicals
- Experience managing the physical plant of a facility
- Fluency in medical terminology
- College degree or vocational certificate in health-related field

Working Conditions and Physical Demands

- Ability to sit, stand, bend and stoop for periods of time
- Ability to exert up to 50 pounds of force occasionally
- Ability to work in a stressful environment
- Ability to respond to emergency/crisis situations
- Exposure to noise
- Exposure to blood and/or body fluids

TO APPLY: Please send your resume and a cover letter to:

Lisa Shurtz, Front Office Coordinator

Email: <mailto:lisa@genesisch.org>