



Job Description

Job Title: Front Office Coordinator
Date Last Revised: March 2025
Reports to: Director of Operations
FLSA Status: FT hourly, Non-Exempt (32 hours/week)

Job Summary

The Front Office Coordinator is responsible to coordinate front office components of Genesis Community Clinic in collaboration with clinic staff 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
- Resolve inaccurate patient billings
- Schedule, confirm, and maintain patient appointments
- Maintain and create processes and procedures for front office operation, including set-up and break down from medical clinic
- Manage all medical records requests
- With medical team, ensure all needed results and provider notes are in individual charts before patient visits
- Assist in the refill process with patient medications as needed
- Oversee and train front office volunteers
- Complete monthly statistics
- Process new patient applications
- Collaborate with Medical Clinic Coordinator to ensure quality control in the clinic

Facility maintenance coordination —Ensure facilities are in optimal working condition

- Order and stock office and kitchen supplies

- Coordinate and ensure cleaning of break room
- Ensure completion of all facility maintenance needs (e.g. plowing, broken items, etc.)
- Maintain the professional appearance of the waiting room and front office
- Coordinate with IT support to ensure optimal performance of internet and phone systems

Safety Officer—Ensure facility safety procedures are in place and staff are trained to follow them

- Keep Emergency Procedure manual up to date
- Ensure clinic follows OSHA requirements
- Train staff, at least annually, on safety procedures and policies, keep documentation verifying completion of training
- Ensure safety equipment (fire-extinguishers, smoke alarms, etc.) are in good working order

Other Duties as Assigned

Minimum Qualifications

- A committed Christian, demonstrating a growing personal relationship with Jesus Christ.
- High School Diploma or equivalent
- Fluency in medical terminology
- Ability to manage various statistics
- Prior experience in the medical field
- 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
- 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:

Josh Campbell, Director of Operations

Email: josh@genesisch.org