



VALLEY COMMUNITY HEALTHCARE

We are seeking a **Full Time Lead Front Desk Receptionist** to join our dedicated team.

Position: Lead Front Desk Receptionist at North Hills
Reports to: Front Desk Supervisor
Hours: F/T Mon – Fri 40 hours
(Some evenings & weekends may be required)
FLSA Status: Full Time, Non-exempt

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Minimum Qualifications:

Ability to work well with a variety of people. Ability to multitask effectively in a busy office setting. Ability to make independent decisions and to discern when to ask for guidance. Must have good telephone and interpersonal skills and etiquette. Bilingual English/Spanish required and experience working in a medical facility.

General Duties

Patient Related

- Answer, direct calls, take messages, and forward to appropriate personnel.
- Schedule clinic appointments using NextGen
- Create/ change scheduling templates following appropriate procedure
- Welcome and check in patients for all services
- Perform a variety of clerical duties involved in greeting and directing patients, processing forms, and providing information to assist patients in obtaining clinic services.
- Oversees daily front desk operations including:
 - a. Ensures staff perform their duties in a timely manner for efficient patient flow



- b. Ensures that the appropriate staff understand and implement patient eligibility and all other required forms are completed and verified for accuracy at the time check in
- c. Be proficient in all front desk operations and payer sources
- d. Ability to reassign job duties on the spot to front desk staff based on flow and needs
- e. Ability to prevent bottlenecks in patients check in and to improvise adequate flows that facilitate smooth patient experience
- Proactively seeks system improvements for better coordination, patient flow and customer satisfaction.
- Maintains schedules for all front desk staff under his/her leadership, including breaks, time off, vacations and start/end of work day.
- Identifies individual employee needs for training and development
- Communicates to staff any changes in policies and procedures, progress or protocols, as needed
- Manages difficult or emotional patient situations and respond to patient needs, as required
- Ability to problem solve and serve as a resource in addressing questions or concerns from staff and patients
- Knowledge and experience in jockeying providers' schedules to provide access to care for as many patients as the schedules allows.
- Closely coordinates with Flow Supervisor to maintain an excellent patient experience
- Assist in facilitating any quality related initiatives, such as DPI
- Collect patient fees as appropriate and provide/collect receipts
- Participate in the team huddles and follow assigned tasks
- Distribute and collect patients' satisfaction surveys
- Collect patient suggestions and report monthly per PCMH requirements

Non Patient Related

1. Under the Direction of the Front Desk Supervisor, evaluate and train front desk staff as needed but no less than bi-annually
2. Responsible for troubleshooting encounter errors at Front Desk.
3. Ensure organization and cleanliness of waiting room.
4. Distribute mail and faxes.
5. Inventory, order and distribute office supplies once a month or as needed
6. Forward UPS/Federal Express package information to the appropriate staff
7. Gather appropriate patient documents for scanning/filing into NextGen
8. Contact IT for any related trouble shooting or to request supplies for printers, copy and faxing machine
9. Audits: direct involvement in front desk preparation and participation
10. Maintain flow of communication with Operations, HR and Fiscal Departments as needed
11. Generate reports as needed



12. Meetings/trainings & community room prep: including orders lunch, preps community room for video-conference, makes copies related to the meeting
13. Post announcements for patients and staff regarding holidays and special events
14. Perform other duties as assigned.

Education and Experience:

- Previous experience working in medical facilities, preferably in Community Health Centers
- A high school diploma, G.E.D. or equivalent
- Experience working with the public is required
- Practical knowledge of computer operations is a must
- Proficiency in the use of EMR (NextGen) desirable
- Excellent verbal and written communication skills with ability to read, write, speak and understand English and Spanish clearly.
- **Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER.

OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.