

Front Desk Associate

Job Description

Title	Front Desk Associate
Department(s)	Administrative Services
Reports to	Office Manager

Job summary

The front desk associate is responsible for greeting patients, collecting information and creating a welcoming environment for our patients and clients. Accurate data entry, attention to detail and customer service skills are required. Front desk associates support providers and patients as well as complete product sales and assist with check in and check out.

Summary of essential job functions

- Perform general patient care by following established standards and procedures.
- Greet and prepare patients for the health care provider.
- Greet and welcome patients to our facility.
- Schedule patients.
- Perform follow up phone calls and communications to providers and patients.
- Responsible to ensure waiting area is tidy and maintains a therapeutic atmosphere.
- Responsible for answering incoming calls in a professional manner; patient check in, check out, co-pay collection and scheduling in a clinic setting.
- Assist patients, staff and physicians following established standards and procedures.
- Perform other duties as required.
- Assist in the product sales as needed.
- Represent Omaha Integrative Care in the professional community.
- Other duties as assigned.

Minimum requirements

- High school education or equivalent required.
- Minimum of one year post-secondary education with coursework in business, medical assistant program or nursing assistant program OR equivalent combination

of education/experience in customer service or medical scheduling related capacity (one year of education equals one year of experience) required.

- Ability to work professionally with providers, clinic staff and patients in a timely, confidential manner required.
- Demonstrated prioritization and organizational skills required.
- Willingness to collaborate in an integrative team.
- Effective communication skills required.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.