

Front Office Manager

Reports To: Executive Director

Interacts With: Providers, patients, management team

Supervises: Front office team

Responsibilities:

- Maintain office services by organizing office operations and procedures; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; assigning and monitoring clerical functions.
- Maintain procedures for retention, protection, retrieval, transfer, and disposal of records.
- Implements office policies by maintaining standards and procedures; measuring results against standards; making necessary adjustments.
- Completes operational requirements by scheduling and assigning employees; following up on work results.
- Designs provider schedules in conjunction with Clinical Manager
- Oversees all patient scheduling
- Understands and is key office point person for the electronic medical record – a “Super user”
- Is the point person for all office maintenance, supplies,
- Maintains office staff by recruiting, selecting, orienting, and training employees.
- Maintains office staff job results by coaching, counseling, and disciplining employees; planning, monitoring, and appraising job results.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks;
- Schedules interpreters
- Works with Volunteer Director to place and effectively utilize volunteers
- Manages IBCCP billing requirements
- Interprets as necessary
- Contributes to team effort by accomplishing related results as needed.

Skills and Qualifications:

Understands Microsoft Word, Excel, Outlook

Bilingual Spanish (Oral and written) mandatory

Prior medical office experience desired

Quick learner

Ability to manage multiple tasks

Excellent communication skills

Prior supervisory experience a plus