

## JOB DESCRIPTION

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**Job Title:** Reception Lead – Spine

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**Supervisor:** Clinic Administrator

**Supervisory Responsibilities:** Reception Department

**General Summary of Duties:** Supervises front office department to ensure policies and procedures are followed and expectations are met.

**Essential Functions:**

1. Supervises, implements and alters processes and procedures related to patient check-in, check-out, scheduling. This requires frequent communication and collaboration with other department leads and managers including, but not limited to Registration, Clinic Prep, Billing, Diagnostics, Surgery Scheduling, Hand Center, MRI and the Eastside and Westside Front Office. May be required to research and troubleshoot a variety of issues correlated to each department.
2. Ensures clinic is staffed appropriately each day and adjusts periodically to accommodate variances in patient flow, clinic schedules and employee sick calls or scheduled PTO. Reception is responsible for the opening and closing of the clinic each day.
3. Accountable for the financials of front office department. Safeguards, verifies and reconciles cash payments and clinic's petty cash. The Lead is responsible for completing monthly co-pay reports to ensure staff collections are meeting the requirements set forth by OOA.
4. Fulfills some HR responsibilities including the hiring, training and disciplinary action of front office staff, conducting probationary and annual reviews and determining the appropriate allotment for annual increases. Lead is responsible for the conduction of monthly/quarterly front office staff meetings and may be asked to participate in All Staff Meetings.
5. Fulfills organizational responsibilities as assigned including respecting/promoting patient rights, ensuring patient satisfaction and responding to and/or sharing patient complaints with immediate supervisor or Patient Access Manager. Responds to accidents/injuries sustained by patients and/or staff in a timely manner and is a direct contact for clinic emergency codes. The Lead will assume responsibilities as a /Floor Warden during an emergency.
6. Ensures employees adhere to patient confidentiality and follows all HIPPA guidelines. Reports any potential violations or concerns to the OOA Compliance Officer.
7. Technical expectations include troubleshooting device errors for credit card machines, card readers, bar-coders, scanners, printers, computers and if required, escalating to IT for resolution.
8. Fill-in for Reception as needed.
9. Perform other related duties as directed or assigned

**Education:** High School diploma or GED. Minimum of two years administrative experience in a medical office, preferred.

**Performance Requirements:**

*Knowledge:*

1. Knowledge of clinic policies and procedures.
2. Basic knowledge of some medical terminology and insurance practices.
3. Knowledge of computer programs and applications.
4. Knowledge of grammar, spelling and punctuation to type from draft copy and review and edit reports and correspondence.
5. Knowledge of basic arithmetic to make calculations, balance and reconcile figures.

*Skills/Abilities:*

1. Proficiency in computer programs including Microsoft Word, Excel and Outlook.
2. Ability to work effectively as a team member with physicians and other staff.
3. General understanding of insurance plans.
4. Ability to flexibly respond to changing demands.
5. Ability to organize and prioritize tasks effectively while multi-tasking.
6. Ability to communicate clearly.
7. Ability to work with little supervision.
8. Ability to establish and maintain effective working relationships with patients, employees and the public.
9. Skill in written and verbal communication.
10. Strong phone etiquette.
11. Ability and confidence to approach a difficult situation and successfully de-escalate an unhappy or unruly patient.

**Work Environment:** Work performed in office environment. Involves frequent contact with staff, providers and patients. May require working under stressful conditions.