**Reports To:** Primary Care Clinic Manager

**Job Summary:** The Front Desk Team Lead supervises the Reception/Extra Functions staff and assists the Primary Care Clinic Manager with Front Desk operations that include customer service excellence, registration and workflow development. The Front Desk Team Lead serves as a member of the management team, collaborates with other internal stakeholders to optimize Front Desk activities in the standard work plan, and conducts trainings and quality audits to ensure standards are consistently upheld.

**Essential Duties and Responsibilities:**

* Maintain day to day operations of the Front Desk.
* Maintain daily schedule to ensure staffing needs are met.
* Lead the Reception/Extra Functions staff to ensure that registration and customer service is provided in a timely manner.
* Participate in interviewing, hiring and training of Front Desk staff.
* Lead the Reception/Extra Functions staff to ensure that registration and customer service are sensitive to the patient’s physical, psychological and cultural needs.
* Respect the patient’s right to privacy and confidentiality (HIPAA).
* Monitor to ensure that interpretation services are patient centered and scheduled accurately for patient and provider, for both in-person and Video Remote Interpreting (VRI) services.
* Lead the Reception/Extra Functions staff toward compliance with all [CHC] policies and procedures.
* Lead and develop staff by role modeling professional practice and customer service skills. Maintain an orderly and professional working atmosphere.
* Facilitate and coordinate the staff’s training needs in relation to the utilization of the clinic’s practice management system and customer service program.
* Fill in and assist with check in and registration as needed.
* Conduct standing bi-weekly departmental staff meetings.
* Conduct regular coaching and performance appraisal of the Reception/Extra Functions staff.
* Participate in quality improvement activities which support patient management outcomes.
* Participate in the work of the Management Team through joint accountability for customer satisfaction, complaint resolution and clinic performance in meeting system and organizational goals while adhering to all compliance programs.
* Monitor that daily tasks are being completed in a timely manner.
* Review standard work with staff and monitor they understand and perform to plan.
* Maintain an awareness of patient behaviors brought to the Fairness Committee on behalf of staff. Perform diligent follow up and communication to staff and patient on status of complaints as stated in the Fairness Procedure.
* Order and maintain clinic office supplies.
* Assure standards are being achieved. Monitor patient surveys quarterly for opportunities for improvement as it relates to the patient.
* Post data that reflects Front Desk daily work: No shows, Patient Satisfaction Results, ASQ data, SBIRT data, New Patient data, Slot Utilization and 3rd Next.
* Maintain appropriate communication and good interpersonal relations with management, staff and patients to ensure coordinated efforts and provision of high quality service.
* Ensure that Advanced Access policies and procedures are followed.
* Monitor completion of Cornererstone training on a consistent basis.
* Attend all required meetings.
* Perform other duties as assigned.

**HIPAA Requirements:**

The Front Desk Team Lead has access to PHI in order to create and maintain an accurate and up to date medical record, applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: all sections of the medical record, patient demographic information in the practice management system, and incoming records, reports, results, consultations, etc. The Front Desk Team Lead is required to read the content of these records only the extent needed to accomplish the assigned task (e.g. filing or disclosure).

**Knowledge, Skills and Abilities:**

* Proficiency in English and Spanish, both written and spoken language strongly preferred.
* Ability to self-manage and effectively manage workload.
* Ability to work in a timely, accurate and detail oriented manner.
* Must be organized.
* Demonstrated effective written and verbal communication and interpersonal skill.
* Demonstrated commitment to working with patients and staff from a wide range of ethnic, economic, cultural and social background.
* Competent in all healthcare insurance plans credentialed by [CHC], knowledge of eligibility verification process with reconciliation of patient’s health record.
* Effective time management and logical decision-making skill.
* Ability to embrace change and innovation when appropriate.
* Knowledge of insurance eligibility verification: OHP, private, Medicare, etc.

**Education and Experience:**

* High School diploma or equivalent required.
* Three years’ experience in supervision of staff strongly preferred.
* Experience in reception work, work with the public and/or work in a social service or health care setting required.

**Working Environment/Physical Hazards**

* Potential exposure to blood borne pathogens and hazardous chemicals.
* Working environment – In a well-lighted and ventilated office/clinical setting.
* Visual acuity to observe health and safety concerns.

**Immunization:**

Staff member must meet immunizations requirements as stated in [CHC’s] immunization policy.