**Responsible To:** Chief Operations Officer

**Purpose of the Position:** This position oversees the day-to-day activities, work production and flow of patient registration and scheduling, insurance and Schedule of Discount eligibility, and onsite fee payment by the registration staff and performs registration and medical, behavioral health and dental scheduling duties.

**Responsibilities:**

1. Interviews, orients, trains, supervises, monitors, evaluates, and consistently coaches/motivates registration and scheduling staff for optimum customer service and patient satisfaction.
2. Manages, directly supervises, monitors, reports on and evaluates the [CHC’s] registration scheduling activities, including all processes of registration, scheduling, insurance and Schedule of Discount eligibility, on-site fee collections and charge posting for consistency and accuracy.
3. Completes weekly employee schedules and duty assignments; produce, manage, and operate the reception rotation, checking future planned absences, planning coverage, and managing overtime.
4. Creates/updates training materials.
5. Assists in monitoring patient flow, minimizing wait times, and ensuring patient access per policy.
6. Conducts regular performance reviews of receptionists in all clinic locations.
7. Problem solves with Medical Director, Dental Director, and others as applicable.
8. Oversees and manages customer behaviors and facilitates patient satisfaction surveys as per policy.
9. Works collaboratively with other departments to ensure regulatory and agency compliance with standards, policies and procedures.
10. Coordinates and performs data reports monthly.
11. Coordinates with finance staff billing and collections.
12. Integrates work with other staff to ensure timely, accurate patient flow.
13. Participates in continuous quality improvement activities.
14. Conducts and participates in meetings.
15. Complies with [CHC’s] policies and procedures, assists in development of protocols and procedures specific to areas of operation.
16. Utilizes personal computer and specialized office equipment.
17. Participates in improving [CHC] performance, processes, or programs through quality improvement which will be demonstrated in at least one instance annually.
18. Performs other duties as assigned.

**Qualifications:**

* Associates degree required in Business Administration, (Applied Science Medical Assisting or Certificate in Medical Reception preferred.)
* Two years recent experience in an equivalent position, including staff supervision.
* One year recent experience working with Practice Management Systems required, Electronic Health Records preferred.
* Excellent customer service skills.
* Competent in working with racially and ethnically diverse populations.
* Excellent oral and written communication skills.
* Demonstrated professional experience in office procedures, HIPAA and FMLA requirements.
* Technically proficient computer skills with Microsoft Office Suite (Word and Excel, Power Point).
* Thorough knowledge of common office equipment (copier, fax, printer, etc.).
* Ability to organize and prioritize tasks.
* Ability to work under pressure and meet deadlines.
* Strong attention to detail, decision making and problem solving skills.
* Ability to work independently and as a team member.

**Preferred Qualifications:**

* Bachelor’s degree in Business Administration, (Applied Science Medical Assisting or Certificate in Medical Reception preferred.)
* Direct experience in Community Health Centers and/or working with underserved populations.
* Participation/leadership in professional associations or groups.

**Physical requirements**

1. Must be able to lift 25 lbs.

2. Continuous sitting, standing, walking.

3. Normal manual dexterity.

4. Correctable vision and hearing.

5. Must be able to read, write and speak clearly.