**Overview:** Under the general direction and supervision of the Administrative Manager, this position oversees the day-to-day activities, work production and flow of patient registration, scheduling, insurance, Schedule of Discount eligibility, onsite fee payment and health records staff and performs registration, scheduling and health record duties.

**Minimum Qualifications:**

***Education***

High school diploma or equivalent required. Associates degree in Business Administration, Applied Science Medical Assisting or Certificate in Medical Reception preferred.

***Experience***

One year recent experience in an equivalent setting or two years recent customer service experience required. One year recent supervisory experience required. One year recent experience working with Practice Management Systems or Electronic Health Records preferred. Experience working in an outpatient clinical setting preferred.

**Essential Functions**:

1. Interviews, orients, trains, supervises, monitors, evaluates, and as necessary, coaches registration, scheduling and health records staff.
2. Manages, directly supervises, monitors, reports on and evaluates [CHC’s] registration, scheduling and health records activities, including all processes of registration, scheduling, insurance and Schedule of Discount eligibility, on-site fee collections, charge posting and health records.
3. Completes weekly employee schedules and duty assignments; ensures adequate staff coverage.
4. Working with the Nurse Managers assists in monitoring patient flow.
5. Monitors waiting room to ensure patient wait time is within standard.
6. Problem solves with Chief Medical Officer, Nurse Managers, Chief Dental Officer, Dental Program Coordinator and others as applicable.
7. Oversees and manages customer behaviors and satisfaction in registration, scheduling and health records.
8. Ability to perform Patient Registration I, II and III, Lead Scheduler and Health Records Custodian duties; performs registration, scheduling and health records duties as needed.
9. Works collaboratively with other departments to ensure regulatory and agency compliance with standards, policies and procedures including the HIPAA.
10. Oversees housekeeping including inspections of front of facility, entrances, waiting room and applicable areas during Center’s hours of operation to ensure cleanliness and safety.
11. Coordinates and performs activity reports as needed.
12. Assists in development of protocols and procedures specific to area of operation.
13. Coordinates with finance staff billing and collections.
14. Integrates work with other staff to ensure timely, accurate patient flow.
15. Participates in continuous quality improvement activities.
16. Participates in meetings
17. Complies with [CHC’s] policies and procedures.
18. Utilizes personal computer and specialized office equipment.
19. Performs other duties as assigned by Administrative Manager.

**Knowledge, Skills and Abilities**

* 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.
* 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.
* Knowledge of family practice operations preferred.

Position is based in [city]; however, position responsibilities may require travel both within [region]. Use of personal vehicle is required for travel; therefore, a valid driver’s license, proof of auto insurance and registration is required.

**Supervision**: This position has supervisory responsibilities

**Immediate Supervisor**: Administrative Manager; in his/her absence, ChiefExecutive Officer

**Physical Demands/Working Conditions:**

General office/clinic conditions are pleasant; good, clean working conditions where accident and hazards are negligible; requires extended periods of standing, walking, sitting and computer usage and short periods of moderate lifting, pushing or pulling objects up to twenty pounds. Clear diction and acute hearing are necessary for effective communication with the staff and public.

**OSHA Classification Category III:** tasks that do not involve exposure to blood, body fluids and tissues and the worker can decline to perform tasks which involve perceived risks without retribution.