

Health District

OF NORTHERN LARIMER COUNTY

POSITION DESCRIPTION

POSITION TITLE **Front Office Associate**

SALARY GRADE **Grade 6**

POSITION OVERVIEW

The Front Office Associate is responsible for creating a positive impression, exhibiting excellent customer service, and promoting a welcoming experience for all visitors to the Health District. This position works in one or more areas of the Health District, such as in the Family Dental Clinic, Adult or Child Behavioral Health Services. The Front Office Associate will welcome all visitors, check them in for all appointment types, check patients out at the end of an appointment, make reminder and follow up calls, answer questions, manage patient complaints, and much more to ensure a positive experience for visitors.

Major Areas of Responsibility

- Becomes knowledgeable about all Health District services.
- Handles multi-line phone system, transfers calls, and manages voicemail, takes accurate and complete messages, and makes appropriate referrals.
- Books patient/client appointments and processes walk-ins.
- Confirms patient appointments.
- Processes intake paperwork, ensuring all fields and data is obtained.
- Maintains accurate patient paperwork by verifying information, signatures and dates on scanned documents including, but not limited to, Consent for Treatment, Health History and HIPAA forms.
- Checks patients or clients in and out, confirms proper billing of procedures, verifies patient eligibility and insurance information, sets future appointments, and posts payments into applicable client information systems.
- Interacts with patients/clients regarding collection of funds for both current and past due amounts; receives cash, checks and credit card transactions; verifies and posts payments to patient account and issues receipts.
- Prepares daily cash reports and balances cash drawer. Reconciles cash, check and credit card receipts and investigates and resolves any out-of-balance problems.
- Updates patient information in electronic health record to ensure correct fees are charged for services provided. Updates fee schedules and insurance information as needed.
- Identifies and reports unmet service needs. Refers patients to other Health District services as needed.
- Researches potential community resources available to assist patients/clients with unmet needs.
- Provides comprehensive clerical support, including data entry, word processing, file creation, filing, scanning documents, mailings, arranging meetings, taking minutes, ordering office supplies.
- Responsible for organizing and maintaining cleanliness and presentation of the office lobby and front desk area.
- Accepts deliveries and mail, distributing to appropriate departments.
- Develops and maintains positive, professional, and productive relationships with consumers, the public, other agencies, co-workers, and supervisors.
- Regular attendance and timeliness are essential functions of this position and require regular and punctual employee presence.
- Other duties as assigned.

Health District of Northern Larimer County

Front Office Associate

2

QUALIFICATIONS

Education and Experience

- High school diploma or GED
- A minimum of one year of experience in a dental or medical front desk position

Knowledge, Skills and Abilities

- Knowledge of Medicaid and/or insurance billing practices preferred
- More than two years of experience working in a dental office or high-volume clerical position strongly preferred
- More than two years of experience in health or human services setting with direct client contact, providing eligibility review, assessment, referral, and or case management preferred
- Written and oral fluency in English and Spanish language and experience providing language interpretation in a medical or mental health setting strongly preferred
- Intermediate/advanced experience with dental practice management software preferred
- Intermediate computer skills including Microsoft Office Suite and client information systems
- Proficient math, grammar, spelling, and proofreading skills, and typing speed of 45 wpm or greater
- Ability to accurately handle cash, checks, credit card transactions and post payments to client accounts and reconcile daily cash receipts
- Ability to effectively communicate client account information, policies and/or procedures in a manner easily understood by the client
- Must have a high level of cultural competence and ability to effectively interact, work, and develop meaningful relationships with people from diverse backgrounds, including cultural, beliefs, customs, socioeconomic status, abilities, genders, and gender identities
- Ability to work with and be sensitive to the needs of those with physical and mental health conditions
- Ability to maintain confidentiality with patient health history information
- Ability to communicate well verbally and in writing, and to keep accurate and complete records
- Ability to multi-task, work in fast-paced environment, change course as needed, and meet deadlines
- Ability to perform initial troubleshooting for computer, office machines, and phone issues.
- Strong organizational skills with the ability to understand multiple and complex clinic workflows, processes, policies, and procedures, and exceptional attention to detail
- Ability to provide outstanding customer service
- Ability to work without direct supervision and cooperatively within a team
- Ability to maintain professional, positive, and productive relationships with the public, co-workers, and supervisors
- Must comply with infection control policies for this position. Requirements include providing documentation of MMR, Varicella, and Tdap immunizations and compliance with tuberculosis training, screening, and testing on hire.
- Requires Reliable Transportation; Valid driver's license and auto insurance if reliable transportation is by personal automobile

WORK ENVIRONMENT

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - Must have close visual acuity, eye-hand coordinator, and manual dexterity to perform activities such as: operating a computer keyboard, telephone, photocopier, or other office equipment, preparing and analyzing data and figures, viewing a computer monitor, extensive reading.
 - Must be able to sit or stand for prolonged periods.

Health District of Northern Larimer County

Front Office Associate

3

- Must have the ability to move from place to place on the job.
- Must have the ability to communicate information and ideas verbally so others will understand.

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.