



Job Description

JOB TITLE: Front Office Director

Closing Date: August 5, 2020 or until filled

Apply: jobs@schc.net, please state which job you are applying for

Contact: Kelsie Bolaño 385-955-6539

Location: Salt Lake City, UT

GENERAL SUMMARY OF DUTIES: Responsible for overseeing the Practice Managers in Salt Lake City Main Office and West Valley location.

Supervisor: Administrator

Supervises: Practice Managers

DUTIES MAY INCLUDE BUT NOT LIMITED TO:

1. Responsible for the development of standard processes and ensures that all initiatives meet SCHC and regulatory requirements.
2. Provides regular direction, support, and assistance to Practice Managers who are responsible for effective and efficient daily operations.
3. Creates and implements workflows and policies.
4. Assists with quality tracking coordination projects.
5. Responsible for assessing and assigning healthcare metrics per facility.
6. Serves as first line of contact for Practice Managers, MA, and clerical staff.
7. Fills in and covers for Practice Managers as needed.
8. Advocates for patients and individuals served.
9. Develops and implements tools to assess and monitor customer satisfaction.
10. Reviews performance metrics on a regular basis and ensures corrective action as needed.
11. Oversees the process to prepare patients for examination and treatment.
12. Screens telephone calls for referral to physicians.
13. Develops guidelines for prioritizing work activities, evaluating effectiveness, and modifying activities as necessary to ensure appropriate staffing levels are maintained.
14. Assists with scheduling of tests and treatment.
15. Identifies, analyzes, and resolves work problems.
16. May assist in the hiring and development of practice managers, clerical, and clinical staff.
17. Ensures office and clinical supply inventory is current, mail is opened and processed, offices are opened and closed according to established procedures.
18. Ensures the timeliness and accuracy of patient charge entry into the billing system.

19. Ensures that patients are treated courteously by the office staff and that other visitors are screened and properly directed.
20. Assists in maintaining patient files, records, and other information.
21. Ensures any patient complaints are handled appropriately.
22. Participates in professional development activities.
23. Maintains strict confidentiality.
24. Must read and understand and adhere to all Sacred Circle Healthcare policies and procedures.
25. Practice and adhere to the Code of Conduct and Mission and Values statements.

KNOWLEDGE, SKILLS AND ABILITIES: This position requires the following minimum requirements:

1. Knowledge of organizational policies, procedures, systems and objectives.
2. Knowledge of clinic office procedures.
3. Ability to use computer systems and applications.
4. Familiarity with medical practices terminology.
5. Ability to use proper grammar, spelling, punctuation and sentence structure to answer correspondence and prepare reports.
6. Ability to plan and organize. Oversees workflow.
7. Ability to evaluate the effectiveness of existing methods and procedures.
8. Ability to operate office equipment.
9. Ability to communicate effectively with patients, clinical and administrative staff, and the public.
10. Ability to interpret, adapt and apply guidelines and policies and procedures.
11. Ability to react calmly and effectively in emergency situations.

EDUCATION: High School Diploma or GED equivalent.

EXPERIENCE: 6+ years management experience is required.

PHYSICAL DEMANDS/ WORKING CONDITIONS: Standard office equipment with emphasis on telephone and computer hardware/software. Normal office environment. Work may be stressful due to a busy office. Continual interaction with others. Infrequent contact with patients. Staff must remain flexible and available to provide staffing assistance for any/all disaster or emergency situations.

PHYSICAL DEMANDS/WORKING CONDITIONS, ESSENTIAL FUNCTIONS:

✓ Manual Dexterity	✓ Repetitive arm/hand movements
✓ Color Vision	✓ Exposure to communicable diseases
✓ Sight Acuity – far, near, depth perception	✓ Exposure to blood borne pathogens
✓ Ability to work under stress, or in emergency situations	✓ Sitting for long periods of time
✓ Reaching, bending, stooping, kneeling, crawling	✓ Hear alarms/telephone/tape recorder
✓ Sense of smell/taste	