



TITLE: FRONT DESK AND RECEPTIONIST SUPERVISOR

JOB CLASS: EXEMPT

JOB RESPONSIBILITIES: Under the Director of Clinical Operations the supervisor is responsible for the daily operations of all front desk, registration and scheduling staff at our Dunlap and North End Offices. Responsible for planning, organizing and directing all aspects of the front desk, customer service, scheduling and registration and enforcement of Open Cities Health Center policies and procedures.

RESPONSIBILITIES

- Supervision of patient scheduling, registration, financial counseling, medical records, co-pay collection, data entry and processing, and cash posting
- Coordination of the day to day operations of the practice
- Promoting excellent customer service by all levels of the staff
- Assists in the and implementation of office policies and procedures
- Interviews, hires, and trains a productive medical office team and conducts performance reviews
- Maintains and manages all filing and organizational systems for the practice
- Ensures patient satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences.
- Ensures regulatory compliance with HIPAA, OSHA, labor laws, and other federal, state, and local regulations.
- Coordinates staff meetings for administrative and clinical staff
- Coordinates logistics for internal and external meetings and conferences
- Ensures staffing is appropriate for day to day operations
- Supervision of clinic operations for patient care support services.
- Monitor patient co-pays and patient balances that are collected at the time of visit.
- Supervises and coordinates schedules for all employees in the front office.
- Monitors registrations and insurance verification for accuracy, appropriate action steps, and productivity expectations.
- Ensure that representatives complete patients' registrations and review for completeness and accuracy of patient demographic and financial information.
- Responsible for adjusting and blocking provider schedules
- Individual will cross train in all areas of front office responsibilities
- Perform other duties as assigned.

KNOWLEDGE:

- Strong Management experience
- Knowledge of receptionist tasks.
- Knowledge of customer service concepts and clinic policies.
- Knowledge of business methods including productivity/workload analysis, scheduling.
- Knowledge of the policies and procedures for front desk and billing.

SKILLS:

- Skill in customer service by instructing staff and role modeling ways to create/maintain pleasant atmosphere and interactions.
- Skill in collection/analysis/presentation of staffing, productivity and cost data on a routine and special-project basis.
- Skill in establishing and maintaining effective working relationships with staff, patients and the public.
- Skill in identifying and resolving problematic situations.
- Skill in motivating and monitoring employee performance.

ABILITIES:

- Ability to proficiently use arithmetic calculations in data collection and interpretation.
- Ability to use interpersonal skills to establish/maintain cooperative relationships with patients, families, physicians, managers and other staff.

EDUCATION: Must have Bachelor Degree in Business, or related field from an accredited college or University.

EXPERIENCE:

Minimum of five years progressively responsible customer service positions with at least two years of supervisory or management experience.

RESPONSIBILITY FOR PUBLIC CONTACT: Extensive public contact in person, on the telephone, email, and by letter.

MISSION

The mission of Open Cities Health Center, Inc. is to provide culturally competent primary and preventive health care and related services to all people throughout the Twin Cities metropolitan area. Our goal is to improve the health and wellbeing of high risk and vulnerable populations through the provision of affordable medical, dental and mental health care and support services.

Open Cities Health Center, Inc. has been providing health care services to the community for 40 years. We have two sites: 409 North Dunlap Street, St. Paul, MN 55104 and our Open Cities Health Center - Northend Clinic located at 916 Rice Street, St. Paul, MN 55117.

Open Cities Health Center (OCHC) is an affirmative action / equal opportunity employer. OCHC does not discriminate in employment on the basis of race, color, creed,

religion, national origin, sex, marital status, disability, public assistance, age, sexual orientation, or membership on a local human rights commission.

How to Apply:

Please send your resume to [**hr@opencitieshealth.org**](mailto:hr@opencitieshealth.org). If there are any questions, please contact Human Resources at [**hr@opencitieshealth.org**](mailto:hr@opencitieshealth.org).