



JOB TITLE: Front Desk Receptionist

JOB CLASS: Non-Exempt

JOB RESPONSIBILITIES:

Under the supervision of the Front Desk Lead, responsibilities include greeting people, registering patients as they check in, verification of documents, scheduling of medical and dental appointments and answering phones in a timely manner.

DUTIES:

- Greets patients and others in-person
- Check patients in EMR
- Verify insurance
- Update demographic information
- Responsible for taking co-pays, sliding fee payments, etc. and provide receipts to patients.
- Post co-pays to the system daily (Only those chosen to do this will post)
- Print billing ticket & visit labels
- Answer incoming calls
- Schedules appointment
- Demonstrates good communication skills/both written & verbal
- Maintains orderly appearance of reception and front desk areas
- Performs clerical duties as assigned by Front Desk Manager or Front Desk Lead
- Attends meetings as required

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of medical terminology helpful
- Computer knowledge preferred, such as: Microsoft Windows, MS Word, Excel, Outlook, etc.
- Experience with Allscripts, EMR, and Dentrix
- Ability to multi-task in an organized manner
- Excellent interpersonal skills
- Must type 40+ wpm
- Detailed orientated
- Adaptable and flexible
- Ability to respond to unexpected situations as they arise
- Ability to work effectively with difficult people
- Using computer applications



MINIMUM QUALIFICATIONS:

High school diploma or GED, or equivalent. At least one year of previous work experience highly desirable. Bilingual preferred (Spanish or Somali speaking)

OUR MISSION:

The mission of Open Cities Health Center is *to provide culturally competent primary and preventive health care and related services to all people throughout the Twin Cities metropolitan area.* The goal is to improve the health and well-being of high risk and vulnerable populations through the provision of affordable medical and dental care and related 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.

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