

**JOB DESCRIPTION**

**POSITION TITLE:** Front Desk Supervisor  **REPORTS TO:** Medical Operations Manager

**DEPARTMENT:** Operations **EMPLOYMENT STATUS:** Non-exempt, hourly

**LOCATION:** Bellingham

**JOB PURPOSE:**

This position is responsible for managing the day-to-day front desk functions and for ensuring that clinic support staff meet the goals and objectives for optimal UCNW patient flow and scheduling. The Front Desk Supervisor may fill-in at the front desk when necessary. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

This position supervises the receptionists and call center staff. Facilitates coordination of clinic appointments, reception services, and front office patient flow. Represents the clinic in all patient interactions. Ensures that employees provide direct, high-quality customer service to patients. Creates a professional and friendly atmosphere for all patients, staff and visitors. Oversees medical, dental, and behavioral health scheduling; voice reminder call system; dental chart maintenance; and patient waiting rooms. Participates in receptionist and call center duties. Oversees quality and accuracy of work performed by staff. Maintains adequate staffing and scheduling for each function. Implements employee training and testing.

**JOB QUALIFICATIONS:**

**Education and Experience:**

* High school diploma/GED required. Technical degree, associate in arts degree (AA), or bachelor’s degree (BA) in office management, business administration, or a related field preferred.
* At least two years supervisory experience preferred, preferably in a health care setting.

**Certification and Licensure:** N/A

**Specialized Skills & Knowledge:** Proven supervisory skills and experience; proven understanding of administrative and clinical operations and systems; competency in computerized practice management systems and other computer software (MS Word, Excel, Outlook, Internet); 10-key and keyboarding proficiency; ability to use office machines (e.g. copy machine, fax machine, credit card machine, telephones); working knowledge of medical terminology, scheduling, and procedures is a plus.

**Other Qualifications:**

* Proven ability to effectively communicate, verbally & in writing, with all levels of staff personnel.
* Team-oriented and able to work collaboratively with staff.
* Strong problem-solving and time-management skills.
* Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
* Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
* Ability to carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
* Ability to understand and respond effectively and with sensitivity to special populations served by UCNW. Special populations include, but are not limited to, those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.

**Blood-Borne Pathogens Exposure:** Category: III

This position’s roles and functions in our team-based model include:

| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
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| **Communication:** | 1. Asks for direction when unsure of job expectation. |
|  | 1. Makes suggestions and addresses concerns in a constructive manner. |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
|  | 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
|  | 1. Takes and returns from breaks and lunch times in a timely manner. |
|  | 1. Maintains a clean, orderly and professional work area. |
|  | 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |  |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes. |  |
|  | 1. Consistently reports to work on date and time scheduled. |
|  | 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
|  | 1. Promotes positive team work and cohesiveness between all staff. |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
|  | 1. Prioritizes customer service and customer satisfaction. |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
|  | 1. Accepts supervision and criticism in a constructive manner. |
|  | 1. Maintains professional appearance appropriate for position. |
|  | 1. Maintains organizational and patient confidentiality. |
|  | 1. Demonstrates an ability to adapt to change. |
| **Job Specific Duties:** | 1. Supervises receptionists, including hiring, orienting, staff schedules, delegating, coaching, mentoring, disciplining, terminating, and performing timely performance evaluations. |
|  | 1. Ensures staff are able to perform duties in the most efficient and effective manner; provides training, information, and problem solving. |
|  | 1. Assists Operations Manager by preparing reports and obtaining data for continuous quality improvement (CQI), patient flow management, and other clinic needs. |
|  | 1. Maintains the highest knowledge and most up-to-date information on insurance plans. Ensures staff are trained in this area and informed of changes. |
|  | 1. Responsible for managing and ensuring receptionists collect appropriate patient demographics, insurance and slide information |
|  | 1. Participates in regular supervisory meetings and other collaborative clinic meetings as needed. |
|  | 1. Communicates department needs to other departments, supervisors, and staff. |
|  | 1. Manages employee leave requests and arranges appropriate coverage for absences. |
|  | 1. Maintains employee schedule for optimal patient flow. |
|  | 1. Reviews employee timecards for accuracy, approves, then forwards to payroll department in a timely manner. |
|  | 1. Oversees maintenance and ensures of all front desk procedures and workflows are up to date and filed on SharePoint.l. |
|  | 1. Monitors and tracks scheduling of interpreter services. Develops and maintains effective relationships with state and local interpretive service organizations. |
|  | 1. Meets with appropriate staff (Medical Director, Medical, Dental and Behavioral Health Operations Managers, Billing Manager, Outreach and Enrollment Supervisor, Call Center Supervisor, HIM Supervisor and CQI Manager etc.) to resolve problems and seek input for designing and facilitating processes in support of clinic goals and quality improvement. |
|  | 1. Registers and checks patients in for services. Collects co-pays. Refers patients needing assistance to in-house resources (customer service representative, referrals department, Washington State Department of Social and Health Services). |
|  | 1. Ensures No Show and Cancel process is implemented at all Reception desks |
|  | 1. Ensures that reception staff meet performance metrics and expectations |
|  | 1. Maintains turnover rate at 30% or less (exception lay-offs) |
|  | 1. Completion of quarterly observation reports on each staff person. |
|  | 1. Other duties as assigned. |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

R = rarely *(less than 0.5 hour per day)*

O = occasionally *(0.5 to 2.5 hours per day)*

F = frequently *(2.5 to 5.5 hours per day)*

C = continually *(5.5 to 8 hours per day)*

NA = not applicable

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| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  | X |  |  | Includes travel. |
| Stationary standing |  | X |  |  |  |  |
| Walking |  |  | X |  |  |  |
| Ability to be mobile |  |  |  | X |  |  |
| Crouching (bend at knee) | X |  |  |  |  |  |
| Kneeling/crawling | X |  |  |  |  |  |
| Stooping (bend at waist) |  | X |  |  |  |  |
| Twisting (knees/waist/neck) | X |  |  |  |  |  |
| Turning/Pivoting | X |  |  |  |  |  |
| Climbing | X |  |  |  |  |  |
| Balancing |  | X |  |  |  |  |
| Reaching overhead |  | X |  |  |  |  |
| Reaching extension |  | X |  |  |  |  |
| Grasping |  | X |  |  |  | Grasping files |
| Pinching |  | X |  |  |  | Grasping files |
| Pushing/Pulling: | X |  |  |  |  | Files & supplies |
| Typical weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  | X |  |  |  | Files & supplies |
| Typical weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  | Keyboarding & data entry. |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | X |  |  |
| Talking on telephone |  |  | X |  |  |  |
| Hearing in person |  |  |  | X |  |  |
| Hearing on telephone |  |  | X |  |  |  |
| Vision for close work |  |  |  | X |  | Computer screen & reading |
| Other sensory requirements |  |  | X |  |  | Computer keyboarding |

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| **Environmental Factors** | **SPECIFY** | | | | | |
| Safety requirement:  -clothing  -required safety equipment  -activities performed |  |  |  |  | X |  |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust |  |  |  |  | X |  |
| Operation of equipment, vehicles or tools |  |  |  |  | X |  |
| Required infection control standards |  |  |  |  | X |  |
| Other environmental factors |  |  |  | X |  | Proper ergonomic form should be followed in this office setting. |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**