Job Description

Job title	Front Desk Clerk
Reports to	Clinic Manager

Position summary

Serves as the welcoming first point of contact for patients and visitors. Provides friendly professional front-desk support by answering telephones, greeting and assisting patients, managing appointment scheduling, and maintaining accurate records to ensure a positive and efficient clinic experience.

Essential duties and responsibilities

- Maintains and adjusts client's appointments for all providers, has working knowledge of what each provider expects or requires concerning allotment of time.
- Adjust client appointment(s) as circumstances commands.
- Answers phone and routes calls to appropriate person or completes caller's request. Take messages for staff members and disperse appropriately.
- Obtains medical records as needed for the day's appointments and refiles as the day progresses. Assist with client registration as well as check out, collect monies, prepare receipts, reviews client's information for correctness and assist with referrals as requested.
- Relieve other clerks for breaks.
- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for his job. Duties, responsibilities and activities may change at any time with or without notice.

Professional Requirement

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Always maintain patient confidentiality.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Always represent the organization in a positive and professional manner.
- Comply with all organizational policies and standards regarding ethical business practices.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services

Knowledge, Skills and Abilities

- Excellent written, verbal and listening communication abilities.
- Willingness to establish effective working relationships with internal and external customers.
- Ability to manage conflict, stress and multiple simultaneous work demands in an effective, professional manner.
- Ability to work independently while collaborating with other team members.

- Ability and willingness to self-motivate, prioritize, and be willing to change processes to improve effectiveness and efficiencies. Adapts to changing patient or organizational priorities.
- Ability to make independent decisions in accordance with established policies and procedures. Decisions and problem solving require a combination of analysis, evaluation, and interpretive thinking.
- Computer literacy, including but not limited to, data entry, retrieval, and report generation.
- Must not have any restrictions for physical work for which reasonable accommodation cannot be made.

Qualifications

- High School diploma or GED
- Two (2) years clerical experience preferred.

Physical Requirements

- Manual and finger dexterity.
- Hand and eye coordination.
- Sitting for extended periods of time.
- Standing, walking and reaching.
- Lifting and carrying items weighing up to 25 pounds.
- Corrected vision and hearing to within normal range.

Disclaimer

This job description is not an employment contract and does not alter at-will employment. Faith Community Health System reserves the right to revise duties, qualifications, and schedules as operational needs change. Essential functions will be applied consistent with the Americans with Disabilities Act and applicable Texas and federal law. Reasonable accommodation will be considered for qualified individuals with disabilities.

Faith Community Health System is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other characteristic protected by law.