FAITH COMMUNITY HEALTH SYSTEM
Jacksboro, Texas
FRONT OFFICE CLERK - RHC
JOB DESCRIPTION

REPORTS TO: Rural Health Clinic Manager
SUPERVISES: None
FLSA CLASSIFICATION: Non-Exempt

SUMMARY:
Performs routine clerical, secretarial and administrative work in answering telephones, receiving clients, providing customer assistance, data processing, and record-keeping.

ESSENTIAL FUNCTIONS:

- Maintains and adjust client's appointments for all providers, has working knowledge of what each provider expects or requires concerning allotment of time.
- Adjusts client appointment(s) as circumstances commands.
- Answers phone and routes calls to appropriate person or completes caller's request. Takes messages for staff members and disperse appropriately.
- Obtains medical records as need for the day appointments and refiles as the day progresses. Assist with client registration as well as check out, collect monies, prepares receipts, reviews client's information for correctness and assist with referrals as requested.
- Relieves 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 REQUIREMENTS

- Adhere to dress code; appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- 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

- Must have a high school diploma or equivalent.
- 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.

_____	_____	_____
Employee	Department Head/Administrator	Date

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.