



## Administrative Assistant, Front Desk

Job Title: Administrative Assistant, Front Desk

Job Code: 1

Reports to: Clinical Manager

Status: NA

### Overview/Job Purpose

The Administrative Assistant, Front Desk is the first point of contact between patients and DCUC. A positive approach to your duties and exceptional customer service are critical to the success of the entire visit. The Administrative Assistant, Front Desk primary purpose is to provide daily administrative support for staff, patients, families, and/or visitors. Job responsibilities include greeting patients and office operations, such as answering telephones, printing, copying, faxing, scanning, collecting/processing payments, and ensuring accuracy of data entry when obtaining patient information.

### Summary of Primary Duties

As an Administrative Assistant, Front Desk, your day-to-day duties may include:

- Greeting and welcoming patients
- Completing patient registration process by inputting patient demographics and financial information
  - May include follow up on any missing or incorrect information with patients
- Verifying insurance eligibility and relaying relevant information on payment, billing, and collection processes and policies
- Notifying, explaining, and collecting co-pays, deductibles, and co-insurance as appropriate
- Obtaining signatures on all required documents
- Handling all forms of payment including cash and maintaining a balanced drawer
- Answering non-medical patient questions and providing information
- Maintaining and organizing the waiting room/lobby area.
- Retrieving and faxing/mailing medical records
- Answering calls and taking messages
- Checking voicemail messages
- Maintaining a clean, neat, and organized work area
- Functioning as an effective team member
- Performing other duties as assigned



## Administrative Assistant, Front Desk

### Staff Accountability

The Administrative Assistant, Front Desk will be held accountable for the criteria listed below:

- Accuracy of data entry on registration for all patients
- Accuracy of accepting and processing payments
- Knowledge of In-Network and Out-of-Network provider
- Paying attention to detail
- Ability to multi-task and work well under pressure
- De-escalating and directing all patient complaints and concerns to proper area of management
- Balancing of day sheet, cash/check collections, and credit card summary report

### Training

- Training will be provided for:
  - Beginning of Day process
  - Registration of all patients
  - Posting and accepting payments
  - Posting patient charges, if applicable
  - Return mail process
  - End of Day process

### Experience Required:

Completion of or equal to one year of relevant work experience and/or customer service in a healthcare setting

### Skills Required:

- Minimal Lifting, bending and stooping, sitting for 6-8 hours a day. Walking or standing up to 2 hours a day, continuous hand and wrist movement for data entry
- To maintain a positive attitude in a busy, team-based environment
- **Ability to multitask and prioritize appropriately while maintaining appropriate organization**

### Qualifications:

- High School Diploma
- Understanding and verification of medical insurance



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## **Administrative Assistant, Front Desk**

- Ability to work independently and with the public in a high-pressure environment
- Ability to escort or transport patient by wheelchair when appropriate
- Ability to work all shifts as needed
- Basic computer skills. Types 25 words per minute with data entry accuracy
- Pass criminal background check and accurately process money transactions
- Detail oriented with excellent interpersonal communication skills
- Medical billing experience and familiarity with basic medical terminology preferred