

JOB ANNOUNCEMENT

Posting Date: November 5, 2019

Closing Date: November 7, 2019

Position: Office Coordinator Status: Full-Time Non-Exempt

Location: Douglas

General Summary:

The Office Coordinator receives patients into the health care delivery team, ascertains their needs, schedules appointments, and answers the telephone. This position performs patient billing activities to facilitate projected goals for days in accounts receivable.

Employment Status: **Hourly Employee-FSLA Non-Exempt Status**

Duties and Responsibilities:

- Processes and enters patient demographic information within the EMR.
- Verifies all patient insurance eligibility prior to visit.
- Posts all payments received in clinic to patient accounts.
- Generates end of day report for clinic, and reconciles daily information.
- Completes daily deposit for bank.
- Maintains accounts receivable database for completeness and accuracy of patient information.
- Answers phone and greets patients courteously.
- Performs other duties as assigned.
- Scans patient information into electronic medical record.

Knowledge, Skills, and Abilities

- Demonstrated knowledge of cash handling procedures.
- Demonstrated knowledge of activities and procedures associated with a medical business office.
- Demonstrated knowledge of and skill in interpersonal relations, customer service, detail-oriented, problem solving, teamwork, creativity/innovation, and meet variable workloads.
- Demonstrated knowledge and familiarity with tools, technology, and systems typically found within most medical offices (i.e. personal computer skills, spreadsheets, word processing, patient records systems, EMR systems, etc.).
- Demonstrated knowledge of coding and insurance reimbursement practices.
- Demonstrated knowledge of patient accounting systems and computer data entry.
- Ability to prioritize and use independent judgment/decision making.

Qualifications:

- Excellent verbal and written communication skills in English and Spanish preferred.
- Must have High School diploma or equivalent.
- Medical office experience preferred.
- Adaptable, pleasant personality, clerical skills, and must be cooperative and sensitive to the needs of patients.
- Administrative/clerical and/or customer service experience.

Typical Physical Demands:

Work is performed in a normal medical office environment. Requires full range of body motion finger dexterity and eye-hand coordination. Requires sitting for prolonged periods of time. Occasionally lifts and carries items weighing up to 30 pounds. Requires corrected vision and hearing to normal range. Involves frequent contact with staff, patients and the public. Work may be stressful at times, and may require occasional evening and weekend work.

Submit resume to:

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