

Position Title:	Temporary Part-time Front Office Receptionist/Administrative Assistant				
Working Title:	Temporary Part-time Front Office Receptionist/Administrative Assistant				
Agency Unit:	Clinical Services		Reports to:	Deputy Director for Clinical Services	
Employment Status:	Temporary Part time	Pay Grade:	Entry level- 15.96-18.96 Mid level - 17.96-23.96	FLSA Status:	Non-Exempt

Position Summary: All positions of PPHD will work to support the PPHD mission of "Working together to improve the health, safety, and quality of life for all who live, learn, work, and play in the Panhandle." This position will support the implementation of PPHD strategic plan objectives through collaboration with partners and the community, a commitment to Community Health Improvement, dedication to implementing evidence-based practices, and implementation of the standards and measures of PHAB accreditation.

The Front Office Receptionist/Administrative Assistant is crucial in providing a welcoming and efficient experience for our clients. This position is the first point of contact for individuals arriving at the office, responsible for managing inquiries, appointments, and administrative tasks essential to the smooth operation of the clinic and office.

This position provides support for administrative functions during the busy vaccination season, which is from mid-September through mid-November.

Essential Duties: The Front Office Receptionist/Administrative Assistant will perform the following essential functions within the framework of Panhandle Public Health District's provision of the core functions and essential services of public health:

Patient Interaction and Appointment Management:

- Welcome patients and visitors to the clinic in a friendly and professional manner.
- Complete the check-in process, verifying personal information, and confirm appointments.
- Monitor the waiting area to ensure patients are comfortable and attended to promptly.
- Manage appointment bookings via phone, email, or in-person inquiries. Coordinate with clinical staff to schedule appointments efficiently, ensuring optimal use of clinic resources.
- Inform patients about appointment details and any necessary preparations, ensure inclusion of the Social Determinants of Health Screener in initial paperwork, and provide referral information if appropriate.
- Answer inquiries about vaccine availability, eligibility criteria, and other relevant information.
- Refer all medical questions, including those about vaccinations, to appropriate nursing staff.
- Address patient concerns, complaints, or inquiries in a professional and empathetic manner. Report issues to appropriate staff members or management as needed.
- Assist with clinics off-site as needed.

Administrative Tasks and Financial Responsibilities:

- Perform administrative tasks such as data entry, filing, scanning, and organizing documents. Maintain accurate records of patient information, appointments, and clinic activities.
- Verify insurance coverage and process the necessary paperwork for billing purposes. Assist with billing as time allows.
- Assist patients with insurance-related inquiries and provide guidance on payment options if needed.
- Receive payment in the form of cash, check, and credit cards.

Facility Maintenance and Coordination:

- Ensure the reception area is clean, organized, and well-stocked with necessary supplies.
- Accept deliveries and retrieve mail.
- Put out and bring in sandwich boards and signs on days that weather permits.
- Keep bathrooms supplied with paper.

Collaboration and Professional Development:

- Work collaboratively with clinical staff, administrative personnel, and other team members to maintain a cohesive and efficient workflow. Communicate effectively to ensure seamless coordination between the front office and clinical operations.

Compliance and Confidentiality:

- Performs other duties as assigned.
- Compliance with all PPHD personnel policies and procedures.
- Follow and adhere to all HIPAA and PPHD confidentiality and privacy policies and practices.

Behavior Expectations: Treats others courteously and respectfully in all interactions and abides by PPHD’s Guiding Principles.

Minimum Qualifications: High school diploma or equivalent; additional certification in office administration or related field is a plus. Proven experience in a customer service or administrative role, preferably in a healthcare or medical setting.

Exceptional interpersonal communication skills, computer skills, and demonstrated cultural competence are essential.

Valid driver’s license, current vehicle insurance certificate, and access to reliable transportation to all assigned work locations.

Knowledge, Skills and Abilities: This position will require the following knowledge, skills, and abilities:

- Excellent communication skills with the ability to interact professionally with diverse individuals.
- An energetic self-starter who can function comfortably in a team environment and independently and relates well to the public.
- Strong organizational skills and attention to detail, with the ability to multitask and prioritize responsibilities effectively.
- Delivery of services and education in a culturally sensitive manner.

- Flexibility and the ability to manage time and multiple tasks with little supervision.
- Proficiency in basic computer skills, including Microsoft Office Suite and electronic medical record systems.
- Ability to maintain confidentiality and handle sensitive information with discretion and professionalism.

Work Environment:

General office setting in the PPHD office sites, as well as community sites. Computer, fax, copier, personal or PPHD vehicle, and public health equipment and supplies are used to perform functions. This job may encompass light lifting, standing, walking, being seated for periods of time, possible overtime, driving, some overnight travel, and infrequently working evenings and weekends.

Approvals

Name	Title	Date
Name	Title	Date
Name	Title	Date
Name	Title	Date