

## **Front Office Coordinator**

Job type: Full Time

Schedule: Mon-Fri, 40 hours per week

Pay Scale: \$18.00 - \$22.00

Alpine Physical Therapy is a privately owned business in Bend, OR offering individualized one-on-one rehabilitation treatments in a variety of specialties. We are a small group that works hard toward the overall mission of maintaining a healthy, well balanced, and happy team, which subsequently benefits the company, our employees and customers.

### **Position Summary**

The Front Desk Coordinator is the face of our clinic and establishes a first impression that sets the tone for our patient's experience and how we continue to interact with our customers. This person will be responsible for performing a variety of front desk duties for a medical office including but not limited to answering phones, patient registration and scheduling, insurance verification and authorization management, and overseeing the efficient flow of the clinic.

### **Essential Functions**

Performs the following receptionist duties;

Answer phones and schedule new patients

Check in patients and accept payments

Accurately and efficiently register patients into the PT-specific EMR system

Verify insurance benefits and obtain authorization as needed

Scanning and maintaining appropriate patient documentation.

Communicate with providers regarding any changes or updates to their schedule.

### **Additional Responsibilities**

Greets all customers, by phone and in person, courteously and professionally

Promotes positive public relations for the business

Maintain knowledge and adherence to HIPAA rules and regulations to maintain patient confidentiality.

Manages clinic supplies and product inventory

Performs other related work as directed by supervisor

Work effectively as part of an administrative team, able to cover other positions as needed for vacation and sick coverage

### **Qualifications**

High School diploma or equivalent required

### **Knowledge, Skills and Abilities**

Excellent communication skills; written, in person and on the phone

Ability to work independently with minimal supervision

Able to multi-task and analyze immediate needs and re-prioritize tasks appropriately

Works well within a group setting, performing tasks that impact the workflow of others

Maintain professionalism and communicate effectively with difficult customers

Strong work ethic

Great organizational skills

**Training and Experience**

Thorough knowledge of general office practices, procedures and equipment

Familiarity with medical and insurance terminology

Experience with insurance verification and authorization processes and requirements

Proficient with basic computer functions, MS Office programs and database management

**Physical Requirements**

Physical mobility; moving frequently from front desk to back office, laundry room, patient rooms and gym.

Bending, squatting and extended reaching

Sitting and/or standing at a computer for long periods of time

Lifting up to 25 lbs while receiving inventory and stocking supplies as needed.

**Our Comprehensive Benefit Package includes:**

Medical, Dental and Vision insurance

Life and AD&D insurance

401(k)

Paid Time Off

Professional growth opportunities

Free use of gym and equipment

Discounted personal training sessions