



Cow Creek Government Office

Position Description

Position Title: Medical Front Office Supervisor

Department: CCH&WC

Reports To: Health Director

FLSA Designation: Non-Exempt

Date Written/Revised: 3/11/2016

POSITION PURPOSE:

Provide and maintain a professional clinic environment.

ESSENTIAL FUNCTIONS:

- To utilize & maintain training, maintain competency in compliance of operating procedures as they relate to standing office procedures.
- Answer multi-line telephone system and direct all incoming phone calls to the appropriate staff. Take complete and accurate messages.
- Provides professional customer service by greeting patients in a polite, prompt, helpful manner & provides any necessary instruction or direction.
- Ensure security of medical records and staff.
- Perform clerical and support duties as assigned by Clinic Director.
- Knowledge of how to collect co-pays & balances as required by office policies.
- Distribute incoming mail, utilizing established timelines and accuracy.
- Knowledge of opening & closing procedures according to office guidelines.
- Maintain strictest confidentiality; adheres to all HIPAA guidelines/regulations.
- Maintain a working knowledge of all programs offered by the Health & Wellness Center.
- Attends staff and mandatory meetings as required and takes minutes.
- Conducts self in accordance with tribal policies & employee manual.
- Direct supervision of front office staff, scanning, medical records and outreach coordinator.

Additionally, the Medical Office Manager's position will include the following responsibilities that will involve approximately 40% of the work hours:

- Work with the CCH&WC systems (billing, reception, lab, x-ray, administration, etc.) to aid in the development of business strategies that provide opportunities that: 1) enhance, expand and continuously improve health care delivery, and 2) increase revenues and/or contain costs. This will be accomplished through the development of clinical business plans, target and include proposed patient outcomes, implementation costs and timelines, proposed revenues, etc. when applicable.
- Maintain office supplies.
- Assist Clinic Director with administrative projects, as requested.
- Assure the EHR system is fully implemented; member of the Meaningful Use Implementation Team.

QUALIFICATIONS:

- Working knowledge of office procedures, office equipment, IPC, Microsoft Office, computer and telephone experience and knowledge of government program rules and regulations.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.
- High school diploma or GED.
- Two years relevant, working experience in all facets of medical office management required.
- CPCS- Certified Provider Credentialing Specialist Preferred.