

**Job Title**

Office Coordinator

FLSA Classification

Non-Exempt

Salary Grade

104

Reports to

Practice Manager

Date

March 28, 2023

JOB DESCRIPTION

Job Summary

This position is responsible for overseeing specified areas of the office in collaboration with the Practice Manager. Primary responsibilities include ensuring patients receive friendly, efficient service and maintaining efficient flow of the overall office, working with other supervisors to achieve operational goals as defined by the practice leadership. This position may supervise Front Desk and Call Center and may include oversight of Medical Assistants in the absence of the Practice Manager, ensuring an effective team environment.

Job Duties

- Responsible for ensuring patients receive friendly, efficient service, supervising the front desk staff, planning, and implementing operational processes, and working with other managers in the office to achieve the operational goals.
- Manages more complex patient registration problems or insurance issues.
- Manages the office staff to ensure an effective team environment. Supervises day-to-day operations of assigned areas to ensure efficient, fiscally responsible and customer-responsive procedures and operations. Is approachable and welcomes opportunity to provide feedback to staff and problem resolution to patients.
- Oversees tasks that optimize workflow; provides suggestions to continually improve processes and the customer experience.
- Communicates thoroughly and promptly with office leadership, providers, and staff regarding all issues impacting day-to-day operations.
- Maintains regular schedules for the front desk staff; in conjunction with the Practice Manager approves or declines PTO requests.
- Effectively organizes training materials for new employees and keeps materials up to date with any changes in procedures.
- Keeps department staff informed on new guidelines and information that is required to do their jobs.
- Oversees the ordering and maintenance of office supplies for the front office.
- In conjunction with the Practice Manager, hires and trains department staff as well as

conducts employee performance reviews and ongoing coaching for department staff; documents employee interactions and resolves patient and staff issues.

- Maintains awareness of provider schedules and facilitates the efficiency of scheduling through training and monitoring of the daily schedules.
- Provides feedback to staff when needed and maintains knowledge of all office services.
- Actively supports the front office functions by performing all duties of a Patient Service Representative on a regular basis.
 - Answers telephone takes and relays accurate messages, schedules and confirms appointments.
 - Greets all individuals arriving at the office courteously and assists with ensuring that their needs are met. Obtains necessary patient registration information, verifies patient insurance eligibility, prepares charts for visits in accordance with Packard protocols. Collects payments and may posts charges to billing system.
- Provides updates to staff and leadership through regularly scheduled staff meetings.
- Supports other offices, attends required meetings and training, and participates in committees as requested.
- Assumes additional duties as required.

Competencies

- Excellent communication skills
- Technology Skills: Must have a high level of proficiency using a computer system, including the ability to efficiently utilize an EMR, Microsoft Office applications, and quickly learn other required software applications.
- Knowledge of and comfort with phone system software
- Ability to use a multi-line phone system to schedule appointments as well as coach others on use of phone system technology.
- Knowledge of patient care procedures and organizational policies related to position responsibilities.
- Ability to be work independently and be a self-starter.
- Ability to read and write at a level needed to perform responsibilities.
- Ability to communicate effectively both orally and in writing.
- Ability to compute mathematical calculations.
- Ability to prioritize, be well organized, and perform multiple tasks.
- Ability to work effectively as a team member.
- Ability to solve problems and make decisions as required by position.
- Must have exceptional communication skills, comfortable leading and working in a team environment.

Work environment

Outpatient medical practice with occasional pre-planned community outreach programs

Physical demands

- Must be able to use keyboard for long periods of time.
- Must be able to read small print and computer monitor for long periods of time.
- Must be able to work occasional evenings and weekends.
- Requires full range of body motion, manual and finger dexterity, and eye-hand coordination.
- Requires sitting, standing, and walking for long periods of time.
- Requires corrected vision and hearing to normal range.
- Must be able to work in a stressful environment which involves frequent interruptions and interaction with people.

Travel required

Occasional travel between Packard Health locations

Required education and experience

- Supervisory experience.
- Specific experience and knowledge of the Athenahealth and/or Epic EHR or similar software.

Preferred education and experience

- Minimum 3-year experience working in a healthcare environment.
- Demonstrated ability to work independently with the general oversight from the Practice Manager.
- Ability to communicate effectively with customers and visitors in a professional manner and in a way that is responsive to customer needs and the situation
- Must set a positive example with other team members ensuring that there is adherence to Packard 's guidelines and philosophy.

Other duties as assigned

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

This job description is a general description of job functions. It is not intended as an employment contract, nor is it intended to describe all duties someone in this position may perform. All employees of Packard Health are expected to perform tasks as assigned by PH supervisory/management personnel, regardless of job title or routine job duties. In accordance with the Americans with Disabilities Act, PH will provide reasonable accommodations for individuals who can perform the essential functions of this job.
