



## FRONT OFFICE ASSISTANT JOB ANNOUNCEMENT

### ABOUT THE ROLE:

Santa Cruz Community Health (SCCH) seeking a Front Office Assistant to join our team at the Live Oak Health Center. This role is responsible for welcoming patients, managing check-ins, collecting payments, and maintaining accurate records in our electronic health system. The ideal candidate is organized, detail-oriented, and committed to delivering a positive and professional experience for every patient.

**Classification:** Full-time, Hourly, Non-Exempt

**Location:** Live Oak Health Center, Santa Cruz, CA

**Reports to:** Clinic Manager

**Pay Range:** \$23.00 – \$25.97/hour, DOE

**Schedule:** Full-Time; Some evenings & Saturdays required

**Language Requirements:** None required; English/Spanish strongly preferred

### ABOUT SANTA CRUZ COMMUNITY HEALTH:

Santa Cruz Community Health is a multi-site Federally Qualified Health Center (FQHC) serving Santa Cruz County. Founded in 1974 as a women's health collective, our mission has remained consistent for over 50 years: to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality.

We operate three clinic sites:

- Santa Cruz Women's Health Center (downtown Santa Cruz) – serving women and children
- Live Oak Health Center – serving patients of all ages
- Santa Cruz Mountain Health Center – expanding healthcare access in the San Lorenzo Valley

SCCH is driven by the belief that health care is a human right. We provide comprehensive services to all patients, regardless of ability to pay, and are recognized locally and beyond for our high-quality, innovative care. Our team is active in advocacy efforts at the local, state, and national levels.

We serve a diverse patient population and foster a collaborative, mission-driven work environment committed to whole-person, equitable care.

### CORE JOB RESPONSIBILITIES:

- Follow front office procedures and clinic policies
- Accurately manage patient check-in, registration, and EHR documentation
- Apply relevant federal and state regulations, including HIPAA



- Provide timely, respectful, and patient-centered service
- Communicate clearly and professionally, both verbally and in writing
- Demonstrate initiative, attention to detail, and strong follow-through
- Maintain a positive, team-oriented approach with staff and patients
- Use sound judgment and critical thinking in daily tasks
- Complete assignments accurately and on time
- Maintain reliable attendance and punctuality

### **QUALIFICATIONS:**

#### **Minimum Qualifications:**

- A passion for supporting community-based care
- High School Diploma or GED
- Experience or strong interest in working in a clinic or healthcare-related setting
- Availability to work some evenings and Saturdays
- Excellent customer service, communication, and follow-through

#### **Preferred Qualifications:**

- Bilingual in English and Spanish
- Bachelor's degree in a related field
- Familiarity with EHR systems and insurance plans
- Understanding of HIPAA regulations and clinical processes

### **BENEFITS THAT SUPPORT YOU:**

We offer a competitive and comprehensive benefits package to support employee well-being and work-life balance. Benefits are available to employees working 20 or more hours per week, and include:

- Employer-subsidized medical, dental, vision, and life insurance
- Optional coverage: pet insurance and other supplemental plans
- Coverage begins the first of the month after 30 days of employment
- Paid time off and holidays starting on day one
- 401(k) plan with 2% automatic enrollment and 2% employer match
- Wellness reimbursement and telecommuting stipend (as applicable)
- License and certification fee reimbursement (as applicable)

**Santa Cruz Community Health is an Equal Opportunity Employer (W/M/V/D).**