



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; plus \$0.50/hr Spanish bilingual differential

Schedule: Full-Time; Some evenings & Saturdays Required

Language Requirements: Bilingual in 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)



Internal Staff: Internal staff who transition into this position will retain their current benefits, tenure, PTO accruals, and retirement matching as applicable, with no lapse in coverage

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