



FRONT OFFICE LEAD JOB ANNOUNCEMENT

Santa Cruz Community Health (SCCH) is a multi-site, Federally Qualified Health Center (FQHC) serving Santa Cruz County residents. SCCH began as a women's health collective in 1974 with the mission to improve the health of our patients and the community and advocate the feminist goals of social, political, and economic equality. Now, 50 years later, we serve that same mission at our three clinic sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the Live Oak Health Center serving everyone; and the Santa Cruz Mountain Health Center providing appropriate and expanded access to care for our patients in the San Lorenzo Valley.

Driven by our commitment to health care as a human right, SCCH is a leading non-profit provider offering comprehensive health services to our patients, regardless of their ability to pay. We have been recognized in the community as a leader in delivering high-quality, innovative care, and we are active in local, state, and national advocacy work that empowers our patients and community to be healthy, happy, and successful.

SCCH has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all our patients have access to quality, whole-person health care.

POSITION SUMMARY:

The Front Office Lead position is involved with all aspects of the day-to-day operations of the medical reception areas of Santa Cruz Community Health (SCCH). This position works closely with the medical, behavioral health, operational, and billing teams to ensure a positive patient experience, including accurate and efficient insurance verification, patient payment collections and program eligibility for all SCCH patients. This position requires good customer service skills, organizational skills, and time management skills, as well as good attention to detail.

Classification: Full-Time, Hourly, Non-Exempt

Location: Live Oak Health Center

Reports to: Clinic Manager

Hours: Varies; Evening/Saturday shifts; may work on weekend

Language: Bilingual English/Spanish Preferred

Pay Range: \$25.55 - \$28.85 per hour, DOE. Plus \$0.50/hour bilingual differential Spanish/English.

QUALIFICATIONS:

Minimum qualifications:

- 1 to 2 years' experience in a community healthcare setting.

- Experience working in a highly service-oriented organization.

Preferred Qualification:

- Bilingual in English and Spanish strongly preferred.
- Experience working with under-resourced populations.

Skills & Knowledge:

- Knowledge of standard healthcare practice policies and procedures.
- Experience working on computers and knowledge of Microsoft Office software products.
- Ability to work with practice management and EHR systems.
- Knowledge of health insurance plans and associated federal and state assistance programs.
- Knowledge of healthcare terminology, procedures, and practice.
- Knowledge of HIPAA regulations. Excellent verbal and written communication skills.
- Ability to work independently and to use good judgment. Ability to work effectively and harmoniously with co-workers.

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provides leadership to the front office; supports the patient care team.
- Greetings patients and community members arriving, answers questions about the site, receives deliveries and site-related phone calls.
- Apply new and updated policies and procedures to day-to-day workflows.
- Assistance with training and orientation of new hires to team.
- Ensures that front office has the resources, tools and training to perform duties.
- Provides Clinic Manager with information about site and requests necessary training and workflow improvements.
- Supports ADP processes and makes recommendations related to schedule management, as needed.
- Performs front office assistant duties and insurance verification specialist duties when needed.
- Utilizes insurance portals for verification of insurance eligibility, scrubs schedules for errors and reports recurrent errors to Clinic Manager.
- Responds to site-specific patient concerns with Clinic Manager; helps to improve patient satisfaction.
- Assists Clinic Managers and SOD with monthly site meeting preparation.
- Ensures that the front office works with site patient care team to meet the goals and objectives for optimal patient flow/access and scheduling.
- Participates in the design and implementation of new workflows.
- Attends meetings and training.
- Ensures protection of individually identifiable health information by HIPAA regulations.

GENERAL JOB PERFORMANCE STANDARDS:

KNOWLEDGE OF WORK - Posses and utilizes knowledge of the job which is essential to perform the specific functions and related work.



QUANTITY OF WORK - Accomplishes an appropriate volume of satisfactory work under normal conditions. Ability to produce results.

QUALITY OF WORK - Consistently demonstrates accuracy, thoroughness, neatness and dependability to produce work within acceptable standards.

TIMELINESS - Completes assignments on or ahead of schedule.

ABILITY TO LEARN NEW DUTIES - Interprets, learns and responds to instructions for new situations, procedures or methods.

JUDGEMENT AND COMMON SENSE - Decisions/actions are sound, including safety awareness.

COOPERATION - Willing to work with others toward common goals.

COMMUNICATIONS - Demonstrates relevance and clarity of written and oral expression. Effectiveness in exchanging ideas and information.

INITIATIVE - Ability to originate, develop or create new ideas or take steps to get things done.

PROBLEM SOLVING - Identifies and evaluates alternate solutions and selection of the most appropriate course of action.

ATTENDANCE AND PUNCTUALITY - Shows daily ability to be at work at scheduled time, including being prepared to work on time after breaks, meal periods, and other authorized absences from work.

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).