



Bilingual Front Office Assistant (Part-time)

The Santa Cruz Community Health Centers (SCCHC) 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, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC 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 of our patients have access to comprehensive, quality health care.

Job summary: SCCHC Front Office Assistants are responsible for ensuring a positive first impression for every patient that enters our health center. Duties include, but are not limited to welcoming and registering patients, accepting payments and effectively using our electronic health records system, eCW. This position requires exceptional critical thinking, customer service, communication, patient relations, organizational, and time management skills. This is a part-time, 30 hours per week position.

COMPETENCIES (Excerpt)

- **Job Expertise** - Demonstrates knowledge and use of front office and clinic procedures and policies and applicable federal and state rules and regulations
- **Customer Service** - Provides patient-centered customer service at all times
- **Communication Skills** - Oral and written communication is clear, concise, positive and respectful
- **Teamwork/Interpersonal Skills** - Demonstrates a positive attitude, flexibility and the ability to develop effective relationships by helping others accomplish tasks
- **Judgment/Problem Solving** - Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- **Reliability** - Completes all assigned duties in an accurate, timely and efficient manner

MINIMUM QUALIFICATIONS

- Desire to serve the community clinic population with excellent health care
- High School Diploma or GED
- Experience and/or interest in health care
- Fluent bilingual Spanish/English
- Ability to work some evenings
- Excellent patient/customer service, communication and follow-through skills
- Ability to maintain confidentiality and adhere to HIPAA regulations

DESIRABLE QUALIFICATIONS

- Previous experience in billing and/or healthcare
- Bachelor's Degree in health or related field
- Local candidates preferred

SALARY & BENEFITS

Competitive salary and benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance and tax-deferred annuity plan after 30 days of employment with a satisfactory review.

APPLICATION PROCESS

To apply, follow the instructions on the Careers page of our website: www.SCHhealthcenters.org/Careers. No phone inquiries please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER