



## Front Office Assistant Job Announcement

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of providing high quality health services and advocating the feminist goals of social, political, and economic quality. 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.

### POSITION SUMMARY:

Front Office Assistants are responsible for ensuring a positive first impression for every patient that enters our clinic. Duties include, but are not limited to, welcoming and registering patients, accepting payments and effectively using our electronic health records system. This position requires exceptional critical thinking, communication, patient relations, organizational, and time management skills.

**Classification:** Full-time, non-exempt

Schedule includes early morning shift, evening shifts and occasional Saturday shifts; these shifts are dependent on care team schedules and patient needs

### CORE JOB RESPONSIBILITIES:

#### Job Expertise

- Demonstrates knowledge and use of front office and clinic procedures and policies and applicable federal and state rules and regulations
- Demonstrates ability to effectively use clinic's Electronic Health Records system (EHR)

#### Customer Service

- Provides patient-centered customer service at all times

- Demonstrates the ability to anticipate patients' needs and deliver services and respond to patients in a timely, accurate, courteous, respectful and friendly manner
- Demonstrates ownership, initiative, attention to detail, and follow through

### **Communication Skills**

- Oral and written communication is clear, concise, accurate, positive and respectful
- Response to oral and written questions, instructions, and information is timely and appropriate

### **Teamwork/Interpersonal Skills**

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Demonstrates a positive attitude, flexibility and the ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

### **Judgment/Problem Solving**

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions
- Demonstrates good judgment in making decisions

### **Reliability**

- Completes all assigned duties in an accurate, timely and efficient manner
- Arrives to work on time and maintains attendance
- Maintains patient confidentiality as required by HIPAA

## **COMPETENCIES:**

**Accountability:** Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have difficult conversations.

**Clinical Skills:** Stays up to date and knowledgeable on the clinical guidelines laid out in SCCHC policy and procedures.

**Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

Ability to manage competing demands, able to deal with frequent changes, delays or unexpected events and ensuring work responsibilities are covered when absent.

**Patient/Customer Focus:** Builds patient confidence, is committed to increasing patient satisfaction and engagement, assumes responsibility for solving patient problems, ensures commitments to patients are met, responds to internal customers.

**Decision Making/Judgment:** Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

**Leading Change:** Supports people in their efforts to try new things; embraces change; maintains a constant focus on efforts to improve performance, quality and efficiency of work processes.

**Results Orientation:** Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles

## QUALIFICATIONS

### Minimum Qualifications:

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

### Preferred Qualifications:

- BA or college coursework related to health care
- Previous experience in a primary care health care setting

### Skills & Knowledge:

- Knowledge of standard clinical healthcare practice policies and procedures.

- Experience working on computers and Knowledge of Microsoft Office software products.
- Ability to work with EHR systems.
- Knowledge of health insurance plans.
- 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.

#### **SALARY AND BENEFITS**

This is a full-time, non-exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance the first of the month after 30 days of employment. Employer

#### **APPLICATION PROCESS:**

sponsored 2% retirement match.

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).