



FRONT OFFICE LEAD - SANTA CRUZ MOUNTAIN HEALTH CENTER (SCMHC) JOB ANNOUNCEMENT

Santa Cruz Community Health (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, more than 45 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating three sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and the East Cliff Family Health Center in Live Oak, serving everyone, and the new Santa Cruz Mountain Health Center in the San Lorenzo Valley.

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 comprehensive, quality 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 Mountain Health Center (SCMHC). 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. This position is the "face" of SCMHC as the first person new patients and community members will meet.

Classification: Full-time, 80% -- 100%, non-exempt
Reports to: Patient Services Manager (PSM)

Location: Santa Cruz Mountain Health Center
Hours: Varies; Evening/Saturday shifts may be required

CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provides leadership to the front office; supports the patient care team
- Greets arriving patients and community members, answers questions about the site, receives deliveries and site-related phone calls
- Applies new and updated policies and procedures to day-to-day workflows
- Assistance with training and orientation of new hires to SCMHC team
- Ensures that front office has the resources, tools and training to perform duties
- Provides PSM 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 PSM
- Responds to site-specific patient concerns with PSM; helps to improve patient satisfaction

- Assists Clinic Support Managers (CSM) and PSM 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 per HIPAA regulations

QUALIFICATIONS

Minimum qualifications:

- 1 to 2 years' experience in a community healthcare setting
- Experience working in a highly service-oriented organization
- Bilingual in English and Spanish

Preferred Qualification:

- 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

WORK CONDITIONS

Working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Variations in conditions may occur under certain circumstances.

SALARY AND BENEFITS

Pay range is \$19.80 - \$21.00 per hour. Competitive compensation & benefits package are available to staff working at least 20 hours per week. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental, vision and life insurance plans the first of the month after 30 days of employment. Automatic 2% enrollment in an Employer sponsored 401K plan with a 2% retirement match.

APPLICATION PROCESS

To apply, download our employment application on our [Careers page](#). Submit application and current resume with letter of interest Human Resources. No phone inquiries, please.

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