



## **FRONT OFFICE ASSISTANT 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 separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; the East Cliff Family Health Center in Live Oak, serving everyone; and the Santa Cruz Mountain Health Center providing easier access to care for our patients 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.

In December 2022, the East Cliff Family Health Center changed locations in Live Oak and moved into a brand-new space offering an integrated, state-of-the-art health and housing campus. SCCH will continue to provide medical, behavioral health, and specialty care with a focus on pediatrics. The campus addresses a triple goal of increasing access to healthcare, growing affordable housing, and creating economic opportunity. Partners in the project are Santa Cruz Community Health, Dientes Community Dental Care, and MidPen Housing.

### **POSITION SUMMARY:**

The 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, hourly, non-exempt

**Location:** Clinic

**Reports to:** Front Office Supervisor

**Hours:** Varies, ability to work some evenings & Saturday mornings

### **CORE JOB RESPONSIBILITIES**

#### **ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO :**

- Demonstrates knowledge and use of front office and clinic procedures and policies
- Understands and applies federal and state rules and regulations
- Ability to effectively use clinic's Electronic Health Records system (EHR) in execution of duties
- Provides patient-centered customer service at all times
- Anticipate patients' needs and delivers services in a timely, accurate, and friendly manner
- Takes ownership, initiative, attention to detail, and follow through
- Oral and written communication is clear, concise, accurate, positive and respectful

- Response to oral and written questions, instructions, and information is timely and appropriate
- Dealings with others are characterized by fairness, courtesy, empathy and confidence
- Displays a positive attitude and the ability to develop effective relationships
- Accomplishes tasks using collaboration and conflict resolution skills
- Uses critical thinking and common sense to analyze situations and take appropriate actions
- Demonstrates good judgment in making decisions
- 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

#### **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.

#### **QUALIFICATIONS:**

##### **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 and some Saturdays
- Excellent patient/customer service, communication and follow-through skills

##### **PREFERRED QUALIFICATIONS**

- Bachelor's Degree in health or related field
- Previous healthcare experience
- Ability to work with practice management and EHR systems
- Knowledge of health insurance plans
- Knowledge of healthcare terminology, procedures, and practice
- Knowledge of HIPAA regulations



**WORK CONDITIONS:**

Working conditions described 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**

This is a full-time, hourly, non-exempt position with a pay range of \$23.00 – 24.72 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, first 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).**