



FRONT OFFICE SUPERVISOR 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, nearly 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 Supervisor leads all aspects of day-to-day operations of the medical reception areas in Santa Cruz Community Health medical clinic. This position works closely with the Operational, Medical/Behavioral Health and Finance/Billing teams to ensure a positive patient experience in support of the Patient Centered Medical Home (PCMH) model.

Areas of focus include accurate and efficient insurance verification, patient payment collection and program eligibility for all SCCH patients, as well as participation in team-based care initiatives in the health centers. This position requires excellent critical thinking, patient relations, organizational and time management skills, as well as strong attention to detail.

Classification: Full-Time, Hourly, Non-Exempt
Reports to: Clinic Manager, Site Operations Director
Hours: Varies; Days and Evenings

Location: Mountain Health Center
Pay Rate: \$26.00 – \$30.90 per hour, DOE
Language: Bilingual English/Spanish Required

BENEFITS:

This is a temporary role with a 4–6-month assignment, with the possibility of extension. 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.



CORE JOB RESPONSIBILITIES:

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Provides leadership to the front office team.
- Provides excellent customer service to patients and staff; models excellent customer service for front office staff; coaches staff to provide excellent customer service.
- Reviews and implements policies and procedures for patient services' department.
- Leads training of new department hires.
- Ensures that the front office team has the resources, tools, and training to perform their duties.
- Implements and tracks employee as part of yearly performance evaluation process.
- Leads the performance management of the front office assistant team, including leading the annual evaluation process for front office staff and coaching staff on performance issues. Consults with Clinic Manager (CM) and Site Operations Director (SOD) as needed.
- Provides CM and SOD with information to develop and support performance improvement plans if demonstrated to be necessary.
- Manages the front office team's schedule; approves timecards, manages PTO approval process; consults with CM and SOD as needed and keeps both informed about staffing levels.
- Performs front office assistant or insurance verification specialist duties when needed; utilizes insurance portals for verification of insurance eligibility, reviews and "scrubs" schedules for errors and keeps CM and SOD aware of recurrent errors.
- Responds to patient concerns with assistance from CM or SOD, in order to continuously improve patient satisfaction levels.
- Assists CM and SOD with monthly Site Meeting preparation, including preparing meeting materials and bringing topic recommendations from front office team.
- Ensures that the front office team is working with the CMs, Team MAs and Team RNs to meet the goals and objectives for optimal patient access, patient flow and scheduling.
- Participates in the design and implementation of new front desk workflows.
- Attends meetings and trainings.
- Participate in committees, including monthly Site Leadership Group.
- Ensures protection of individually identifiable health information per HIPAA regulations.

QUALIFICATIONS:

Minimum Qualifications:

- Three years' experience in a community healthcare setting
- Experience working in a highly service-oriented environment where metrics and measurement tools are leveraged to assess results
- Experience working with multiple healthcare service lines
- Experience working with SCCH's practice management and EMR system, eClinical Works (eCW)
- 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 product
- 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

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