



## FRONT OFFICE ASSISTANT 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, 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 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

**Reports to:** Front Office Supervisor/Site Operations Director

**Location:** Live Oak Health Center; Women's Health Center

**Pay Range:** \$23.00 – \$25.46/hour, DOE

**Hours:** Varies; Ability to work some evenings & Saturday mornings

**Language Requirements:** None; English/Spanish Strongly Preferred

### BENEFITS:

We offer a remarkable benefits package designed to support your well-being and work-life balance! Enjoy competitive compensation and a comprehensive benefits suite for those working 20+ hours per week, including employer-subsidized health, dental, vision, and life insurance plans, plus optional pet insurance and supplemental coverage; coverage kicks in the first of the month after 30 days of employment. From day one, you'll accrue paid time off, have paid holidays, and a 2% automatic 401K enrollment with a 2% company match. You'll also benefit from access to a wellness reimbursement program, a telecommuting stipend when applicable, Plus, we cover license and certification fees.



Celebrate with us at monthly staff events and bi-annual company-wide celebrations and take advantage of ongoing training opportunities.

## **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 HIPPA regulations

## **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 HIPPA

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