



Front Desk Representative

The Achievable Foundation (aka “Achievable”) is a nonprofit Federal Qualified Community Health Center whose mission is to provide high quality, integrated care to individuals with intellectual and developmental disabilities, their families, and other vulnerable populations.

JOB SUMMARY

Reporting to the Health Center Manager the Front Desk Representative will be responsible for providing front and back office support in a community health center whose emphasis is delivering healthcare to individuals with developmental disabilities and other vulnerable communities.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Deliver excellent customer service while interacting with patients, their caregivers, and other guests of The Achievable Foundation.
- Perform front office duties such as greeting, verifying eligibility; enroll in eligible programs, checking-in and scheduling patients. Perform other general office duties as needed.
- Maintain patient demographic information, consents and insurance information up to date in the patients' file.
- Assist patients' in connecting with the eligibility coordinator for any insurance queries.
- Collects patient payments and applied payment into the Electronic Medical Record.
- Provide health center information regarding hours of operations and services available at Achievable.
- Monitor, review and distribute daily faxes to department personnel.
- Accurately obtain and route messages for department personnel.
- Keep registration forms stocked and maintain office supply inventory.
- Maintain the safety, comfort, and privacy of the patient.
- Relay any instructions the provider has left for the patient.
- Provide translation services when needed.
- Maintain confidentiality and security of Protected Health Information.
- Other duties as assigned.

QUALIFICATIONS

- High School graduate or General Educational Development (GED) certificate.
- Working knowledge of a family practice setting.
- Must have a good working knowledge of personal computer applications and be able to type at a moderate speed; knowledge of an electronic health record, a plus.
- Ability to maintain patient confidentiality and adhere to HIPAA regulations.
- Must be able to interact with people of various socioeconomic status.
- Must be bilingual in English and Spanish.
- Strong communication skills both verbal and written are required.
- Must possess an understanding of private and public health plans.
- Must have a basic understanding of ICD-10 and CPT coding
- Working knowledge of the various programs such as VFC, CHDP, CPSP, FFACT, EWC & PE, strongly preferred

PHYSICAL DEMANDS

While performing the essential functions of this job, the incumbent must be able to do the following: stand for extended periods; sit for extended periods; bend and reach for filing and other job-related functions; climb up and down stairs; bend, stoop, and lift to move and retrieve materials; pull, push, and lift; reach both above and below shoulder height. Specific visual abilities include close vision, color vision, depth perception, and the ability to adjust focus. Must be able to visually inspect work. Manual dexterity to operate computer and other office equipment required.

Interested candidates should send cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.