

# NNU Health Inc. - Lead Front Desk Receptionist

## Description of Position

Medical Management, Inc. is recruiting a Lead Front Desk Receptionist for Northwest Nazarene University's Health Services Department. This is an exciting opportunity for someone who enjoys being challenged, excels at multi-tasking, is organized and someone who is very adaptable and focused on delivering a positive patient experience. This role is designed to be for an individual who has experience working in a medical practice and is willing to be cross trained for administrative/clinical duties. You will support the providers, lead staff, and effectively communicate with patients through a variety of tasks related to patient care management, organization and communication. There is potential for promotion to a manager level role after proven success.

NNU is a Christian University of the liberal arts, professional programs, and graduate studies. The University is grounded in the Wesleyan-Holiness tradition and is in partnership with the Church of the Nazarene, which emphasizes the biblical doctrines of perfect love and Christian holiness. Please note, if offered the role, you will be required to sign a letter of faith.

## Essential Duties and Responsibilities

- Demonstrate positive interpersonal relations in dealing with physicians, patients, patient families, visitors, and co-workers in a professional and confident manner
- Greet patients and visitors, in person or on the telephone, answering or referring inquiries
- Properly triage patients according to presented signs and symptoms (in person or via telephone)
- Optimize providers schedules and patient satisfaction with efficient scheduling
- Obtain patient information and input it accurately into the EHR (eClinical Works)
- Accurately explain patient intake and consent forms to patients
- Obtain accurate insurance information and run verification
- Collect and process payments at the time of service
- Maintain patient confidentiality as per the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- Maintain office inventory and equipment by anticipating supply needs and placing orders
- Assist clinical staff in preparing and cleaning exam rooms and medical instruments
- Light cleaning duties
- Other duties as assigned

## Skills

- Knowledge of medical office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Social perceptiveness and service oriented
- Excellent written and verbal communication skills
- Strong organizational skills

## Education and Experience Requirements

- High school diploma: some college preferred
- Two years' experience in a medical clinic setting
- Certified Medical Assistant preferred
- Willing to be cross trained on clinical duties
- Proficiency in MS Office
- EHR experience preferred

## Physical Demands

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Use of the telephone, computer and other related instruments or devices
- Vision and hearing acuity
- Standing, sitting, and walking for periods of time
- Ability to lift up to 25 pounds

Job Types: Part-time, Full-time

Salary: \$18.00 - \$28.00 per hour

Schedule:

- Monday to Friday

Experience:

- Medical Office - 2 years (Preferred)

Work Location: In person

***To Apply, please call (208) 599-2357***