Job Title: Front Office Manager
Department: Front Office
Reports to: Administrator
Effective Date: 03/05/2020

Job Summary:
Oversee the day-to-day operations of the front office at JCCHS. Manage and supervise front office staff, scheduling, registration, billing/collection, data entry, filing and patient communication. Supervise the selection and ordering of office supplies. Prepare correspondence, materials and agendas, meeting minutes and ensure timely follow up on attended Board of Trustees, Administration, and other management team meetings.

Supervisory Responsibilities:
- Recruits, interviews, hires, and trains new front office staff.
- Oversees the daily workflow of the front office department.
- Monitor quality of work, providing constructive and timely performance evaluations.
- Handles discipline and termination of employees in accordance with company policy.
- Performs other related duties as assigned.

Duties/Responsibilities:
- Greets public in kind and helpful manner.
- Answer and forward telephone calls in kind and helpful manner.
- Schedule appointments.
- Verify patient insurance.
- Perform vital records functions (birth and death certificates).
- Maintain medical records.
- Manage office equipment and maintenance.
- Make deposits.
- Reconcile cash drawer and petty cash.
- Order office supplies.
- Invoice billing to community partners.
- Assist with interoffice and interagency communication.
- Gather data and prepare necessary reports.
- Delegate responsibilities.
- Assess employee performance.
- Perform data entry and processing.
- Formulate objectives and processes.
- Proactively manage, coordinate, and attend Board of Trustees, Administration, and other management and committee meetings.
- Prepare correspondence, materials and agendas, meeting minutes and ensure timely follow up on attended meetings.
- Assist and support with special events.
- Perform other related duties as assigned.

Required Skills/Abilities:
- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent customer service skills.
- Excellent organizational skills and attention to detail.
• Excellent time management skills with a proven ability to meet deadlines.
• Strong analytical and problem-solving skills.
• Strong supervisory and leadership skills.
• Ability to prioritize tasks and to delegate them when appropriate.
• Ability to function well in a high-paced and at times stressful environment.
• Demonstrate initiative and accepts responsibility in completing job duties.
• Comply with policies and procedures.
• Proficient with Microsoft Office Suite or related software.

**Education and Experience:**
High school diploma or equivalent.
At least two years related experience required.

**Physical Requirements:**
Sitting for extended periods at a desk, and working on a computer.
Ability to communicate verbally and in writing with customers, vendors, management, and co-workers.
Regular use of telephone and email for communication is essential.
Hearing, vision, and speaking within normal ranges.
Ability to perform keyboarding skills.
Ability to stand, greet customers, vendors, management, and co-workers
Good manual dexterity for use of common office equipment such as computers, calculator, copiers, and fax machines.
Able to lift or carry up to 40 pounds.

**Acknowledgement:**
I acknowledge that I have read and understand the responsibilities assigned to this position.

__________________________
Employee Name

__________________________  ________________
Employee Signature                     Date

I acknowledge that this job description is an accurate description of the responsibilities assigned to this position.

__________________________
Supervisor Name

__________________________  ________________
Supervisor Signature                     Date

*The above job description is intended to describe the general nature and level of work being performed by this job. It is not intended to be an exhaustive list of all responsibilities and activities of this position.*