

Community Physicians Group
Job Description
Sager Creek Pediatrics

Job Title: Front Office Staff

Reports to: Office Manager

Educational Requirements:

Minimum High School diploma or the equivalent.

This job includes but is not limited to the following. It may require additional lifting, stooping, bending, and standing.

Primary Position:

Essential Duties and Responsibilities:

Answer phones

Check-out patients, collect co-pays and deductibles

Back up for all positions in the front office

Schedule appointments

Competencies -To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.

Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; responds well to questions.

Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit.

Planning/Organizing - Uses time efficiently; sets goals and objectives.

Quality - Demonstrates accuracy and thoroughness.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions.

Secondary responsibilities:

Must be cross trained in all front office positions, insurance changes, collections, other duties and responsibilities as directed by supervisor.