BRIGHTER BEGINNINGS
Every Family Matters

JOB POSTING

TITLE: FRONT DESK ASSISTANT
REPORTS TO: FRONT LINE SUPERVISOR
STATUS: NON- EXEMPT
PAY: $17/HR
LOCATION: RICHMOND, CA

POSITION SUMMARY

The Front Desk Assistant performs administrative and clinical duties under the direction of the Front Line Supervisor.

QUALIFICATIONS:

JOB QUALIFICATIONS AND EXPERIENCE

1. Minimum of High School Diploma or Equivalent
2. Bilingual (English- Spanish) required.
3. Skilled in Microsoft Office, data entry and use of business email
4. 1 Year customer service, medical office is a plus
5. Ability to gain proficiency on additional computer programs required to perform the job.
6. Good verbal and written communication skills, including spelling and English grammar with ability to understand and complete oral and written instruction
7. Valid California Driver's License, a good DMV record, transportation available to meet job requirements with vehicle insurance.
8. Physical examination which indicates that the employee is able to meet the physical requirements of the job including: Lifting, Walking, Stooping, Bending, and Twisting
9. Occasional evenings and weekends may be required
10. May be required to work at an alternative site
11. Ability to work as a team by communicating, collaborating and cooperating with team members
12. Professional appearance, demeanor and positive attitude

RESPONSIBILITIES:

1. Front Desk Assistant performs administrative duties under the direction of the Front Line Supervisor, Medical Director, Medical Doctor (MD), Clinic Director, Family Nurse Practitioner (FNP) or Registered Nurse (RN).

    - Greeting patients professionally in person or over the phone.
    - Registers and schedules new patients and follow up patients per Brighter Beginnings Family Health Center (BBFHC) practice
    - Responsible for ensuring required demographic, financial, referral, and clinical and other admission data is collected, completed and communicated per BBFHC policies and procedures
    - Collect co-pay and self-pay assessments and enter charges into electronic records per BBFHC Policies and Procedures
    - Checking patients in and out of their appointments.
    - Booking future appointments
    - Provides administrative support as needed to the Clinic Administrator

2. Knowledge of and compliance with BBFHC Policies and Procedures
3. Completes other duties as assigned.
4. Provide translation service for providers and Spanish speaking patients.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

OTHER JOB REQUIREMENTS

This job requires passing a background check, a negative TB test or clear chest x-ray (less than 1 year old), Physical Exam (less than 6 months old), providing updated vaccination records, Hepatitis B vaccination, annual flu vaccination, and Covid-19 vaccination.

SPECIAL ADA REQUIREMENTS

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodation when necessary

1. For the purposes of ADA, the "Responsibilities" and "Qualifications" essential job functions
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Extended periods of standing and sitting are required
4. Various types of clinical equipment and office supplies are used to accomplish the job requirements
5. Required to drive to other work sites for meetings, conferences, etc.

BENEFITS

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health coverage available, 403b retirement account, FSA, Transit Benefit and EAP. Employees working full time will receive these benefits.

APPLY

If you're interested in this position, please email resume to jobs@brighter-beginnings.org or apply on indeed. Please make sure to subject the email with the position title that you are applying for.