

 <p>CHATHAM ORTHOPAEDIC ASSOCIATES, P.A.</p>	<p><b>Job Description</b></p> <p><b>Front Desk Manager</b></p>	<p><b>Effective Date:</b></p> <p><b>Revised:</b></p> <p><b>Reports To:</b> <b>Business Office Manager</b></p>
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**I. Job Summary**

Under the general supervision of the Business Office Manager, courteously and efficiently receives patient and visitors; effectively processes and maintains patient information, physician schedules and communications. Functions as the supervisor for the front desk.

**II. Essential Job Responsibilities**

Works with Business Office Manager to manage front desk staffing to ensure appropriate division of responsibilities.

Works collaboratively with team to develop efficient patient booking processes and procedures.

Trains new employees and monitors the performance of front desk staff.

Approves bi-weekly timecards and PTO requests for front desk staff.

Greets patients upon arrival, checks patients into practice management system and pulls paper medical record if applicable.

Assures all demographic, insurance and medical history information is updated and entered; reviews scanned cards in system to ensure current insurance benefit cards are entered before clinical staff are notified of patient's arrival.

Notifies Patient Account Representative of any changes made by patient.

Collects all co-pays at the time of patient check in, documents reason for nonpayment on the encounter form.

Balances credit card receipts and cash co-pays at the end of the day.

Visits satellite offices once a month to check-in with staff.

Makes bank/change runs if necessary.

Other duties as assigned.

### **III. Other Job Responsibilities**

Performs other related duties as assigned.

Maintains collaborative working relationship with all other employees.

Upholds strictest confidentiality.

### **IV. Minimal Qualifications**

#### **Education**

High School Graduate: bachelor's degree preferred.

#### **Experience**

Three to Five Years.

### **V. Independent Action**

Under general direction, functions independently in coordination of assigned duties. Refers to director as appropriate on clarification of practice policy and procedure.

### **VI. Supervisory Responsibility**

Works with Business Office Manager to oversee operations.

### **VII. Human Relations/Customer Communications**

Communicate verbally and written with employees, physicians, patients, patient family members and the public as a representative of the practice.

### **VIII. Personal Protective Equipment**

Personal Protective Equipment (PPE) is provided by practice and must be worn when there is a reasonable risk of occupational exposure to blood or body fluids.

**IX. Occupational Exposure Statement**

Category III Exposure Statement: No risk for contact with blood and body fluids for these positions.

**X. Americans with Disability Act Statement**

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential job functions either unaided or with assistance of a reasonable accommodation to be determined on a case-by-case basis.

**XI. Statement**

The above statements are intended to describe the nature and level of work performed. They are not intended to be construed as an exhaustive list of all required of personnel so classified.

**Review/Approvals:**

\_\_\_\_\_  
Tosca Morgan  
Business Office Manager

Date \_\_\_\_\_

As an employee in the above referenced position, I have read, understand, and agree to abide by the job description stated within.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date