



**Employee Name:**

**Hire Date:**

General Information			
<b>Job Title</b>	Front Office Manager	<b>Department</b>	Front Office
<b>Location</b>	Arlington	<b>FSLA Status</b>	Fulltime <input checked="" type="checkbox"/> Part time <input type="checkbox"/> PRN <input type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt <input checked="" type="checkbox"/>
<b>Reports to</b>	COO	<b>Supervises</b>	Admissions Staff
Job Summary			
Supervises and participates in all aspects of the Front Office Department, working with employees to ensure a smooth and efficient flow of patients at TMI Sports Medicine & Orthopedic Surgery. To provide direction and knowledge in all aspects of team functions.			
Principal Duties and Responsibilities			
<ul style="list-style-type: none"> <li>• Greets each person as they enter the building setting the standard of Patient Care Excellence.</li> <li>• Provides an excellent first impression of our practice by providing professional, courteous, and efficient customer service.</li> <li>• Oversees Front Desk team members - Checks in patients, copies identification and insurance, collects co-payments and balances from patients and reconciles daily case report.</li> <li>• Oversees clerical duties including Front Office Department schedules, any daily/weekly statistical reporting, monitoring office supplies, and organized appearance of admissions area to include lobby.</li> <li>• Oversees front desk telephone system including receiving incoming calls, taking messages, identify nature of business and call.</li> <li>• Manages or expedites patient complaints and concerns promptly.</li> <li>• Assists with hiring, orientation, and training of front desk staff.</li> <li>• Evaluates employee job performance, holds team accountable to expectations, and counsels/disciplines as necessary.</li> <li>• Conducts team meetings or huddles.</li> <li>• Actively interacts with other department leaders ensuring an efficient workflow through the office.</li> <li>• Ensures accurate documentation of each patient encounter in the electronic medical record.</li> <li>• Reviews accounts of scheduled patients for balances and expired referrals and seeks resolution.</li> <li>• Assists with revision and implementation of policies and procedures for front desk operations.</li> <li>• Monthly reporting activities as required.</li> <li>• Other duties as assigned by management.</li> </ul>			
Job Qualifications			
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• High School diploma or equivalent</li> </ul> <p><b>Specific Job Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum 3-5 years of medical office experience</li> <li>• Minimum 2 year of lead or supervisory experience preferred</li> </ul> <p><b>Knowledge, Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Excellent Customer Service Skills</li> <li>• Excellent communication and people skills</li> <li>• Excellent telephone skills</li> <li>• Good computer skills</li> <li>• Ability to maintain the confidentiality and security of sensitive, privileged communications and work product.</li> <li>• Ability to utilize Electronic Health Care Record system for documentation to patients' account/record</li> </ul>			

**Physical Demands/Work Environment**

These physical demands and work environment characteristics are representative of those necessary for an employee to successfully perform the essential functions of this job. Reasonable accommodation can be made to enable people with disabilities to perform the essential functions.

**PHYSICAL REQUIREMENTS**

Frequency	None	Some	Freq.	Very Freq.
Lifting > 50 lbs.	X			
Lifting > 20 lbs.		X		
Pushing > 50 lbs.	X			
Pulling > 50 lbs.	X			
Stooping, Kneeling		X		
Crawl	X			
Climb	X			
Balance	X			

Key

Some – 1-4 times/day  
Freq – 20-40 times/day  
Very Freq – >50 times/day

**Physical Requirements:**

- Perform shift work
- Maneuver weight of patients
- Hear alarm/phone/equipment
- Manual dexterity (hand/eye coordination)
- Reach above shoulder
- Repetitive arm/hand movement
- Finger dexterity
- Color vision
- Acuity – Near
- Acuity – Far
- Depth perception

**Hazards:**

- Exposure to toxic/chemical/detergents
- Exposure to extreme hot/cold conditions
- Exposure to dust/fumes/drafts
- Exposure to moving mechanical parts
- Exposure to potential electrical shock
- Exposure to X-ray/electromagnetic energy
- Exposure to high pitched noises
- Exposure to communicable diseases
- Exposure to pathogen exposure
- Exposure to risk exposure
- Use of latex gloves

**Mental/Emotional Requirement:**

- Manage stress appropriately
- Handle multiple priorities
- Works alone
- Manage anger/fear/hostility/violence
- Work in areas that are confined and/or crowded

**Working Conditions**

- INSIDE [Specify major conditions]
- OUTSIDE [Specify major conditions]

**Work Positions (% of time spent):**

Sitting: 70%                      Standing: 15%                      Walking: 15%

**Conclusion**

The above duties and responsibilities may be essential job functions subject to reasonable accommodations. All job requirements listed indicate the minimum of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position. Employees may be required to



perform any other job-related instructions as requested by their supervisor, subject to reasonable accommodations.

**Authorization**

I have reviewed the job description and received a copy of it. I attest that I can perform all essential functions of this position including the physical and mental/emotional demands of the position with or without reasonable accommodations.

Job Holder Signature		Date	
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