



Expected Vacancy 5/2023

Position: Front Office Lead

Reports to: Billing and Administrative Manager

Full time/Salary Position: \$31,200-\$43,680 **Time:** 40 hrs/week, M-Th: 12p-8p, F: 9a-5p (flexible)

Description: The front office lead is the "face" of the Adventure Works organization. The front office lead will need to represent the organization in a professional and friendly manner on the phone as well as in person. Will be responsible for tending to clients and their families in a timely manner and maintaining the waiting room area. This person will manage the front office and all aspects of client customer service including; scheduling of clients, maintaining and collecting necessary client paperwork, establishing insurance verification, collecting of copayments and submitting invoices to insurance, as well as assisting clinicians with necessary sign in sheets and supplies. The front office lead will be committed to the Adventure Works mission and the Gather, Guide, Grow organizational ethos.

Core Competencies:

- Bachelors degree preferred
- Unwavering commitment to quality programs and excellent customer service
- Highly efficient organization and time management skills
- Thorough understanding of protected health information management (HIPAA)
- Positive contribution to team culture
- Strong written and verbal communication skills; a persuasive and passionate communicator with excellent interpersonal and multidisciplinary project skills
- Knowledge of electronic medical records system (Theranest), Canva, Adobe Acrobat, Google Office suite, and SRFax preferred
- Ability to work effectively in collaboration with diverse groups of people
- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed
- Ability to pass criminal background check
- Lift or push 30 pounds

Duties and Responsibilities:

- Answer phones with excellent customer service skills
- Manage reception, email, and fax communications effectively and efficiently (expected response time within 24 hours)
- Provide client service support:
 - Execute new client intake procedure and scheduling
 - Manage waitlist for services
 - Manage group registration procedures
 - Assess and collect client payments
 - Insurance benefits verification
- Prepare monthly contract billing for approval by Billing and Administrative Manager
- Collaborate with the clinical team to determine scheduling, services, training, etc.
- Manage snack budget and complete weekly shopping for snacks and other office supplies
- Communicate with utilities, service providers, maintenance workers and cleaning company as needed
- Filing, scanning, and faxing protected health information documents

- Maintain office organization and cleanliness
 - Collect and empty garbages from each office; take trash out to the curb weekly
 - Shovel/spread salt as needed on walkway
 - Manage closing checklist
- Collaborate with Executive Director, Clinical Director, Billing and Administrative Manager, Outreach and Community Engagement Associate for project management deadlines; assist the team with shopping, mailings, donor stewardship, client outreach, etc.
- Other duties as assigned

Interested candidates should submit a cover letter and resume along with 3 references to Katie@adventureworksdekalb.org

original:

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