



<b>Job Title:</b>	Medical Receptionist/Front Desk	<b>Department/Group:</b>	Office Staff
<b>Location:</b>	Oxon Hill, MD	<b>Position Type:</b>	Full-Time and Part Time
		<b>Reports to:</b>	Chief Medical Officer/Office Manager
<b>UCM Website:</b>	<a href="http://www.urgentcarematters.org/">http://www.urgentcarematters.org/</a>		
<b>Applications Accepted By:</b>			
<b>FAX:</b> (240) 493-4582 <b>EMAIL:</b> <a href="mailto:careers@urgentcarematters.org">careers@urgentcarematters.org</a> <b>Subject Line:</b> UCM Employment Application for Provider		<b>MAIL:</b> Urgent Care Matters HR 5474 St. Barnabas Rd. Oxon Hill, MD 20745	
<b>Job Description</b>			
<p><b>ROLE AND RESPONSIBILITIES</b></p> <p>Urgent Care Matters is currently seeking friendly and highly motivated individuals for the front desk/customer service positions in thriving and busy urgent care centers. The ideal candidate will be a very computer savvy individual with at least two years of customer service experience preferably in an urgent care setting. He or she will greet the patients and obtain, verify, and register the patient's insurance information prior to the patient being seen by a provider. This person will be responsible for maintaining the cleanliness of the waiting area and monitoring documenting supply levels.</p> <p><b>GENERAL DESCRIPTION AND ESSENTIAL FUNCTIONS (The descriptions are not considered all-inclusive):</b></p> <ul style="list-style-type: none"> <li>• Greet patients and visitors in a personable and energetic manner upon entering the center.</li> <li>• Check patients in and out of the center and confirms that the necessary documentation was collected and entered into the medical software system for billing purposes.</li> <li>• Complete and confirm insurance eligibility.</li> <li>• Answer the center phone calls.</li> <li>• Ability to explain financial requirements to the patients and collect co-pays and past due balances, when applicable.</li> <li>• Work collaboratively with the billing office as a liaison between the patient, the center, and the billing office.</li> <li>• Establish and maintain effective working relationships with patients and medical staff.</li> <li>• Ability to multi-task in a fast pace work environment while remain organized and professional.</li> <li>• Maintain a neat and clean work environment and professional appearance.</li> </ul> <p><b>QUALIFICATION AND EDUCATION REQUIREMENTS</b></p> <ul style="list-style-type: none"> <li>• Minimum high school degree or equivalent.</li> <li>• Previous urgent care work experience is highly desirable.</li> <li>• 2+ years of registration/customer service experience in a medical setting required.</li> <li>• Knowledge of various insurance plans/payers (HMO, PPO, Medicare, Medicaid) is required.</li> <li>• Excellent customer service is required.</li> <li>• Ability to apply written instructions and standardized work practices.</li> <li>• Ability to establish and maintain effective relationships with staff, patients, and families.</li> <li>• Willingness to take responsibility for actions; act positively upon feedback from others.</li> <li>• Spanish speaking desirable but not required.</li> </ul> <p><b>WORKING SCHEDULE</b></p> <ul style="list-style-type: none"> <li>• Both part time and full time employees will be expected to work some weekends and holidays.</li> </ul> <p><b>PROFESSIONAL RESPONSIBILITY STANDARDS</b></p> <ul style="list-style-type: none"> <li>• Demonstrate excellent and professional communication and customer service skills.</li> <li>• Adhere to professional expectations as outlined in the employee handbook.</li> </ul>			



- Demonstrate flexibility in relation to work schedule.
- Participate in department and company-sponsored meetings and events.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	