

**Position Title:** Front Office Coordinator - Bilingual  
**Department(s)** Clinical Services  
**Supervisor's Title** Clinic Manager  
**FLSA Status** Non-Exempt

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### **Job Summary:**

The position of Front Office Coordinator at American Vein & Vascular Institute performs a wide variety of duties and responsibilities in a manner that places emphasis on customer service and quality patient care. This position must work collaboratively with all clinic staff, fostering an environment of patient satisfaction, comfort and trust. The Front Office Coordinator must exemplify the core values of the organization, always exercising utmost discretion, diplomacy and tact in patient/staff interactions.

### **Essential job functions and responsibilities:**

#### Primary Responsibilities

- ❖ Warmly welcome patients, and collect/ update necessary information including registration paperwork, insurance cards, and copays/ co-insurance.
- ❖ Comforts patients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area.
- ❖ Has financial conversations and reviews patient procedure estimates, payment plan options, and collects balance due on accounts with patients.
- ❖ Ensures availability of treatment information by creating and maintaining daily consult sheets, pre-procedure checklists, signed patient estimates, and ready-to-sign procedure consent forms.
- ❖ Helps to keep patient appointments on schedule by notifying appropriate staff of patient's arrival, reviewing current clinic flow compared to schedule, and notifying staff and providers of schedule delays.
- ❖ Optimizes patients' satisfaction, provider time, and treatment room utilization by accurately scheduling procedures and follow up appointments.
- ❖ Verify all appointments on the schedule are correct and ensure procedure authorizations/ predeterminations are active and documented in the patient chart.
- ❖ Assists patients with selection and purchase of compression wear. Opens and closes cash drawer daily.

## Additional Responsibilities

- ❖ Follow the American Vein way by adhering to professional standards, policies and procedures, federal, state, and local requirements.
- ❖ Adherence to HIPAA federal regulations by safeguarding medical records, keeping patient information confidential, and utilizing the “minimum necessary” rule.
- ❖ Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
- ❖ Monitors compression inventory and notifies manager of special requests for changing inventory.
- ❖ Protects patients' rights by maintaining confidentiality of personal and financial information.
- ❖ Other duties as assigned.

## Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

**Customer Service** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

**Problem Solving** – Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

**Judgment** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

**Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meeting and appointments on time.

**Planning/Organizing** – Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedule other people and their tasks; develops realistic actions plans.

**Professionalism** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.

**Required Qualifications/Skills:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the

knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

- ❖ High School Diploma or general education degree (GED)
- ❖ One to three years related experience
- ❖ Fluent in English and Spanish

### **Language Skills**

- ❖ Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- ❖ Ability to write routine reports and correspondence.
- ❖ Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

- ❖ Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- ❖ Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

- ❖ Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- ❖ Ability to deal with problems involving several concrete variables in standardized situations.

### **Desired Qualifications/Skills:**

To perform this job successfully, an individual should have knowledge of Microsoft Word, Excel, Outlook, and EMR Software.

### **Certificates, Licenses, Registrations**

None

### **Supervision**

None

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk or hear and taste or smell. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed, as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

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ACKNOWLEDGED: Employee Signature Date:

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PRINT: Employee Name

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ACKNOWLEDGED: Supervisor/Manager Signature Date:

HR use only	
Job code	
Generic title	
Pay grade	
Management? (Yes/No)	
E/NE status (exempt/non)	
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