



# Valley Community Healthcare

<b>Position:</b>	Front Desk Receptionist
<b>Reports to:</b>	Front Office Supervisor
<b>Hours:</b>	F/T Mon – Fri 40 hours (Some evenings & weekends may be required)
<b>FLSA Status:</b>	Full Time - Non-exempt

For nearly 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers; providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites, 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health; through a care team approach, quality and innovative care delivery models.

## **Responsibilities:**

Responsible for maintaining the front desk in an organized manner, greeting, registering, and checking in clients, scheduling appointments, and providing information services.

## **General Duties:**

- ✓ Answer, direct calls, take messages, and forward to appropriate personnel
- ✓ Make referrals & appointments, check-in clients, and distribute appropriate paperwork
- ✓ Schedule clinic appointments using computer technology
- ✓ Verify insurance, eligibility, distribute faxes, and no-show charts
- ✓ Perform a variety of clerical duties involved in greeting and directing patients, processing forms, and providing information to assist patients in obtaining clinic services.
- ✓ Provide information to patients on such matters as services, charges, and routine treatment procedures
- ✓ Forward UPS/Federal express package information to the appropriate
- ✓ Perform other duties as assigned

## **Minimum Qualifications:**

Ability to work well with a variety of people. Ability to multitask effectively in a busy office setting. Must have good telephone and interpersonal skills. Bilingual English/Spanish and experience working in a medical facility beneficial.

## **Education and Experience:**

- A high school diploma, G.E.D. or equivalent. Includes special certification required for specific jobs.
- Practical knowledge of computer operations is a must.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English and Spanish clearly.
- **Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and

objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

**\*Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

Job Type: Full-time

Salary: \$14.25 to \$14.50 /hour

Valley Community Healthcare is an Equal Opportunity Employer  
6801 Coldwater Canyon Ave, North Hollywood, CA 91605