



VALLEY COMMUNITY HEALTHCARE

We are seeking a **Full Time Front Desk Receptionist** to join our dedicated team.

Position: Front Office Receptionist
Reports to: Front Desk Supervisor
Hours: F/T Mon – Fri 40 hours
(Some evenings & weekends may be required)
FLSA Status: 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 and 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.

Applications: Valley Community Healthcare offers competitive salary and benefits packages. Please submit a resume, cover letter and salary expectation to our Human Resources Department at ipogosyan@vchcare.org for consideration.

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.

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
- 50% time of this position will be working at the Teen Clinic Front Desk
- 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

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.
- Must be comfortable working with teen patients, Must have initiative and flexibility in performing other administrative tasks.
- 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.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER

OUR MISSION: To make an impact on the health and wellbeing of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.