



VALLEY COMMUNITY HEALTHCARE

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

Position: Front Office Receptionist
Reports to: NHWC Site 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