



VALLEY HEALTH TEAM

LIVE BETTER. VIVE MEJOR.

JOB DESCRIPTION

POSITION:	LEAD FIRST IMPRESSIONS REPRESENTATIVE
REPORTS TO:	HEALTH CENTER MANAGER
POSITIONS SUPERVISED:	NONE
CLASS:	REGULAR
CAT:	FULL-TIME
	NON-EXEMPT

BASIC FUNCTIONS:

Under the supervision of the Health Center Manager, the Lead First Impressions Representative is responsible for appropriate scheduling of all Front Office personnel, the supervision of work assignments, development of policies and procedures regarding front office, and will be the contact person for all matters relating to the front office operations.

DUTIES AND RESPONSIBILITIES:

1. Act as the first level contact for the providers and staff in troubleshooting issues regarding front office operations.
2. Assist Health Center Manager in maintaining work schedules to ensure adequate staffing pattern for front office operations.
3. Directly supervise front office staff on a daily basis.
4. Provide training for new front office staff and externship students.
5. Support and back-up front office staff in answering telephone calls, routing calls to appropriate staff, taking messages, scheduling clinic appointments, and verifying all functions of front office operations.
6. Responsible for auditing the daily route slips for accuracy.
7. Verify cash receipts from previous day's services.
8. Support and fill in for front office staff as back up when needed.
9. Responsible for keep up with program updates and ensuring the front office staff are aware of these updates.
10. On a temporary basis, may be required to work at any satellite facility.
11. Contribute to team effort by assisting other departments as needed and while maintaining confidentiality of VHT's business.
12. Work cooperatively with all staff members and outside sources in a professional manner to deliver a high level of service.
13. Observe and practice all VHT Patient Experience Service Standards as outlined in "World Class Practices: My Commitment to Care (which I have read and signed). Practice CICARE when interacting with patients, their families, visitors, or internal customers.
14. Practice CICARE phone etiquette during all phone interactions.
15. Always exercise courtesy whenever patients, family members, visitors and co-workers are present.
16. Respect privacy and dignity of our patients, family members, visitors and co-workers.
17. Maintain professionalism in the presence of patients, their families, visitors and co-workers.
18. Act as a role model, verbally and behaviorally demonstrating skill, enthusiasm, positive problem solving, commitment and loyalty to the profession and the organization.
19. Follow applicable regulations: Joint Commission, OSHA, HIPAA, and CLIA.
20. Serves and protects the practice by adhering to professional standards, policies and procedures, federal, state, and local requirements, and The Joint Commission Accreditation of Healthcare Organization standards.
21. Perform other related duties, which may be inclusive, but not listed in the job description.

MINIMUM QUALIFICATIONS:

1. High School Diploma or GED equivalency
2. Minimum one (1) year experience in a medical setting
3. Current Basic Life Support card
4. Strong customer service skills (preferably within a service industry)
5. Strong communication skills
6. Modern office practices and procedures (including email)
7. Fluent conversational English/Punjabi or English/Spanish is required
8. Ability to be flexible with work schedule and available to work at all site locations
9. Must have own transportation, valid California Driver's License and current proof of automobile insurance coverage
10. Demonstrated ability to provide world-class patient experience using CICARE principles and practices. Ability to be proactive and to go above and beyond the call of duty; take initiative to provide a world class patient experience in all encounters via email, phone or in person

TYPICAL WORKING CONDITIONS: The office setting is a normal work environment. Occasionally work during early morning, evening or weekend. May be subjected to temperature variances in the office.

TYPICAL PHYSICAL DEMANDS: Requires sitting, standing, or walking for up to eight hours a day. Some bending, stretching, or reaching may be necessary. Lifting up to 40 pounds may be required on occasion. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contact.

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.

While performing the duties of this job, the employee may come in contact with hazardous equipment such as liquid nitrogen, cleaning agents, and sharps. The noise level in the work environment is usually moderate but may become excessively loud with the increased patient flow during a busy clinic day.

I, the employee, understand the responsibilities and standards of my position as listed above, and I agree to fulfill them to the best of my ability. I understand I am an at-will employee and can be terminated at any time with or without cause. I also understand the Valley Health Team Inc. will not be responsible in any manner for termination's which are due to defunding of Federal or State Contracts. I also agree that the VHT Board of Directors have the right to modify the Personnel Policies which govern my employment at any time.

This organization is an Equal Opportunity Employer. It is our policy to comply with all applicable state and federal laws prohibiting discrimination in employment based on race, age, color, sex, religion, national origin, or other protected classification.

Employee's Signature

Date