**TITLE: FRONT DESK REPRESENTATIVE**

Standard Hours: 40 hours/week

Exempt (Y/N): No

Location: Grand Marais, MN

Supervisor: Patient Contact/Front Desk Manager

*Sawtooth Mountain Clinic’s mission is to provide access to high quality, comprehensive primary and preventive healthcare in Cook County, MN to all users, regardless of financial ability to pay for service.*

Summary:

The Front Desk Representative’s role is to initiate warm and efficient patient contact, direct patient communications to appropriate staff, maintain accurate clinic schedules, and execute other duties as needed to support optimal patient care. Strong communication and organizational skills are integral to this role.

Responsibilities are as follows:

* Act as primary check-in desk representative, responding primarily to in-person patient inquiries effectively and appropriately
* Help maintain an organized and welcoming waiting room and front desk area
* Receive patient payments and respond to basic billing inquiries
* Obtain, record, and update personal and financial information as appropriate
* Schedule patient appointments according to protocols and workflows
* Protect patients' rights by maintaining confidentiality of personal and financial information
* Individual projects and responsibilities according to needs of Patient Support team
* Other duties as directed by the Health Care Home Team, Sawtooth Mountain Clinic Executive Director, and Sawtooth Mountain Clinic Providers

Qualifications:

* Previous work experience in customer service or other related field
* Ability to work in an active and dynamic environment
* Excellent communication skills
* Desire to work as an integrated part of a care team
* Competency with general computer software and office equipment

Salary: Commensurate with educational background and experience.

Benefits:

* Health, Life, Disability, and Dental insurances
* Vacation and Sick leave
* Retirement
* Other benefits as outlined in the Sawtooth Mountain Clinic Employee Handbook

Sawtooth Mountain Clinic, Inc. is an equal opportunity/affirmative action employer.

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Employee Signature Date

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Print Name