

OrthoSouth

Job Posting for: Front Desk Manager

Date of Posting: 9/16/2021	Status: Fulltime
Division: MOG	Number of Openings: 1
Department: Leadership	Reports To: Melissa Scurlock
Location: Germantown, Bartlett, East Memphis	Employment Category: Salary
Hours: Mon-Fri	Direct Reports: 10-15

Qualifications:

- High school graduate or equivalent GED.
- A minimum of two years' proven management experience in the medical, customer service, or hospitality industry
- Must have experience coordinating schedules and building templates
- Exceptional written and verbal communication skills
- Must be customer service oriented and prepared to liaise with patients, their families, and other healthcare providers.
- Analytical thinking skills and the ability to exercise sound judgement when making decisions
- Must demonstrate tact and diplomacy in interpersonal interactions
- Ability to plan, prioritize and complete multiple tasks under stress with frequent interruptions. Extremely organized and detail oriented
- Self-motivated and willing to learn in a fast-paced environment, Strong attention to detail is necessary
- Able to work independently and collaboratively with individuals both inside and outside the practice in an environment with frequently changing priorities
- Fundamental knowledge of the insurance industry, claims, and the insurance legal and regulatory environment is required
- Advanced level of computer skills required, including experience with EMR/HER systems and proficiency in Microsoft Office
- Ability to responsibly handle and maintain confidential information

Responsibilities:

- Maintain knowledge and skillset as superuser for all front-end functions and provide training to all new front desk and work comp staff
- Ensure the front office staff interacts with patients and all referral sources in a professional, competent, and compassionate manor
- Training & supervision of personnel to ensure requirements are being met
- Schedule staff to meet the operational and medical care requirements of patients
- Arrange coverage for employees out sick or on vacation and approve time off requests for direct reports
- Manage all front-end collections & all collection discrepancies, audit Athena buckets, and track and correct missing slips for clinic visits
- Manage deposit Batches for all locations
- Responsible for providing exceptional customer service and managing all patient complaints that pertain to surveys, reviews, front desk, and work comp
- Be available to address physician and staff issues in a positive manner, as needed

- Conduct annual performance reviews in coordination with the Director of Operations
- Collaborate with other departments as necessary to contribute to efficient workflow
- Conduct regular staff meetings to communicate new ideas, resolve problems, obtain feedback and maintain the overall effectiveness of the clerical staff
- Coordinate efforts with work comp team to ensure needs are met
- Ensure that staff operates in compliance with all government and other regulatory agencies, i.e., HIPAA and OSHA.
- Travel between locations weekly to address any staffing needs
- Other duties as assigned by Director of Operations

Qualified applicants should send their resume and contact information to:

Melissa Scurlock via email at mscurlock@orthosouth.org