

Position Title: Medical Front Office Assistant

Supervisor: Front Office Manager

General Purpose:

The Medical Front Assistant should be comfortable undertaking a variety of activities in the office, including filing, answering the phone, organizing documents, basic bookkeeping, and more. Reliability and a strong work ethic combined with great communication skills are a must, as well as familiarity with all necessary office equipment, software, and procedures.

Front Office Duties and Responsibilities:

- Greet clients and set a positive office atmosphere.
- Organize and maintain files and records; update when necessary.
- Create and maintain updated documents and spreadsheets.
- Oversee sorting and distribution of incoming mail.
- Prepare outgoing mail (envelopes, packages, etc.).
- Operate office equipment, such as photocopier, printers etc.
- Organize bookkeeping and issues.
- Proficient skills working with electronic medical records (EMRs).
- Record minutes of meetings and dictations.
- Protect patient information and rights to maintain confidentiality with both personal and financial information.
- Maintains operation by the following policies and procedures; reporting needed changes.
- Contributing to team efforts by accomplishing necessary responsibilities defined in your role.

Front Office Requirements and Qualifications:

- Must be bilingual in Spanish and English.
- High school diploma or equivalent; Associate degree preferred.
- Successful work experience in a front office setting or in another clerical position.
- Strong working knowledge of office procedures and basic accounting principles.
- Ability to effectively use and maintain office equipment.
- Excellent typing skills; experience with taking dictations is a plus.
- Solid knowledge of Microsoft Office.
- Outstanding communication skills.
- Great organizational and multitasking abilities.