



Front Office Lead

Department: NIEI Clinic

Reports to: Front Office Supervisor

FLSA Status: Non-Exempt/Hourly

Revision Date: 7/26/2022

Summary:

The Front Office Lead is responsible for supporting the front office duties, under the direction of the Front Office Supervisor.

Minimum qualifications:

- High School Diploma/GED equivalent
- 2 years medical office experience, Ophthalmology preferred
- Medical scheduling experience preferred
- Medical Terminology preferred
- Strong computer and electronic medical record system knowledge
- Strong financial, medical billing, and insurance background
- Proficiency and understanding of Microsoft Office suite

Knowledge, Skills, and Abilities Required:

- Ability to provide excellent and compassionate patient care
- Self-motivated with the ability to work well as a team player in very close proximity to co-workers
- Must have very strong organization and communication skills (both verbal and written)
- Ability to multitask in a fast-paced environment and prioritize tasks based on importance
- Ability to work in an environment of strict confidentiality and maintain such an environment, both at work and in off-hours
- Attention to detail and above average accuracy in all daily tasks
- Must have basic computer skills, including familiarity with Microsoft Office applications such as Word, Excel, OneDrive, and Outlook

Duties and Responsibilities:

1. Ability to perform the duties of all positions in which the Front Office Lead is responsible for supporting but not limited to front desk in all locations, phone scheduling, and referral support.
2. In collaboration with Front Office Supervisor and Practice Administrator, assists in coaching and development of staff.
3. Assist in development, implementation, and monitoring of staff workload standards and productivity reports and make appropriate recommendations to senior leadership to improve day-to-day operations in coordination with the Front Office Supervisor.



4. Assists in maintaining a patient-focused environment that maximizes patient, physician, and employee satisfaction. Assists in monitoring of patient feedback and contributes to the process of resolving complaints and service issues.
5. Accountable for assuring front office systems and procedures, meet quality and productivity objectives. Identifies, recommends, and supports the implementation of programs to improve call center and front desk, and works in collaboration with other departments of the organization.
6. Supports Front Office Supervisor with implementation of policy and procedures.
7. Maintains positive relationships with patients as well as peers, leadership, senior leadership, and the board for the betterment of the practice.
8. Performs other duties as assigned by Front Office Supervisor and/or Practice Administrator.

Safety:

North Idaho Eye Institute enforces a safety culture whereby all employees have the responsibility for continuously developing and maintaining a safe working environment. Each employee is responsible for completing all training requirements, participating in emergency response tasks as requested, and serving on safety committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions and providing feedback to supervisors and management on all safety issues.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

This position requires the ability to occasionally lift office products and supplies, up to 20 pounds. Amount of time spent lifting or exerting force is about 50% for up to 10 pounds and less than one-third of the time up to 25 – 40 pounds. Rarely is there a need to lift more than 41 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

Work is typically performed in an interior clinical office setting. Workflow may be demanding and chaotic at times requiring the need for multitasking. Exposed to patient population that can present a variety of contagious diseases, physical injuries, and emotional states of mind.



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Acknowledgement:

I have received, read, and understand my job description. My signature below attests to the fact that I can perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

Employee Name – Please Print