



## Front Office Associate

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Faith Family Medical Center is seeking an individual to join our front office team. This position will be the first point of contact for patients, vendors, and guests and should maintain the required skills necessary to function within the scope of Faith Family Medical Center's policies and procedures.

### Faith Family Mission:

Driven by faith, we provide hope and healing to our hardworking neighbors in need.

### Faith Family Vision:

All Middle Tennesseans have the healthcare home they need to lead a fulfilling life.

### Faith Family Values:

Love First; Inspire Hope; Serve with Grit; Set the Standard; Always Believe.

### Position Description:

Reporting directly to the Front Office Supervisor, employees in this position will support the provider team by providing caring, personalized and efficient handling of patient's medical records, and other duties as assigned. In addition, the front office associate provides appropriate feedback to the medical team, responds to patient requests, and correctly inputs data as required and shall maintain the skills necessary to perform functions of the job, within scope of internal policies and procedures.

### Essential Duties and Responsibilities:

- Greet everyone that enters our facility and create a welcoming environment in the front office.
- Check in patients, and verify current financials, demographics, and update as needed in the patient's electronic chart/EMR.
- Check patients out, collect for ancillary services, and schedule return visits.
- Post charges to patient encounters and apply patient payments to account.
- Balance cash drawer.
- Schedule appointments for new and existing patients.
- Register new patients.
- Scan documentation into patient chart.
- Process medical records requests.
- Answer incoming phone calls and assign calls to appropriate parties.; will also attend to voicemails and route to appropriate parties.
- Collect copays/balances from patients and make arrangements when a patient is unable to pay.

- Assist with monthly patient invoices.

### Required Knowledge, Skills, Abilities, and Other Characteristics:

- High school diploma required. and Medical Assistant certification or experience preferred but not required.
- English speaking required, multilingual preferred.
- Must be able to communicate clearly and effectively.
- Excellent customer service skills required; should be kind and courteous to all patients, visitors, and vendors.
- Eager to problem solve and ask questions.
- Should be comfortable and confident when collecting patient payments.
- Must possess strong organizational skills and be detailed oriented.
- Strong understanding of the importance of confidentiality in a medical office.
- Must be able to work 30+ hours (full time) Monday- Friday, occasionally 4-6 hours on a Saturday as needed.

### Physical Demands and Requirements:

- Lifting up to 20lbs.
- Visual acuity for performing activities such as viewing a computer or driving.

### How to Apply:

Please email application materials to [jobs@faithmedical.org](mailto:jobs@faithmedical.org)