

Job Posting

Community Physicians Group

Sager Creek Pediatrics

Job Title: Front Office Staff

Reports to: Office Manager

Educational Requirements:

Minimum High School diploma or the equivalent.

This job includes but is not limited to the following. It may require additional lifting, stooping, bending, and standing.

Primary Position:

Essential Duties and Responsibilities:

Answer phones

Check-in appointments on arrival

Back up for all positions in the front office

Schedule appointments as necessary

Referrals

Competencies -To perform the job successfully, an individual should demonstrate the following competencies :

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.

Interpersonal Skills - Maintains confidentiality; Keeps emotions under control.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Responds well to questions.

Teamwork - Balances team and individual responsibilities; Contributes to building a positive team spirit.

Planning/Organizing - Uses time efficiently; Sets goals and objectives.

Quality - Demonstrates accuracy and thoroughness.

Attendance/Punctuality - Is consistently at work and on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions.

Secondary responsibilities:

Must be cross trained in all front office positions.

Working knowledge of front desk operations, insurance changes, ability to fill in when needed. Working knowledge of scanning system, and ability to fill in when needed. Other duties and responsibilities as directed by supervisor.

Interested parties contact: Carrie McFerron 479.549.4228 cmcferron@cpgclinics.com