

# Job Posting

## Gentry Medical Center

**Job Title:** Front Office Staff

**Reports to:** Front Office Supervisor

**Educational Requirements:**

Minimum High School diploma or the equivalent.

ICD – 9 and CPT coding preferred, but not necessary

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

**Primary Position:** Cashier

Essential Duties and Responsibilities:

.Collect and post payments to patient accounts

Discuss billing and insurance issues with patients as necessary

Balance cash drawer twice daily

Schedule follow up appointments as necessary

**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:**

Back up for all positions in the front office. Must be cross trained in all front office positions, including front desk receptionist, operator and file clerk.

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

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