

Front Office Job Descriptions

Overview

Job Title - (Lead) Physical Therapy Aide/**Front Office Administrator**/**Front Office Manager**

Reports To - Front Office Manager/**Clinic Supervisor**

Status - Non-Exempt

Clinic Mission, Vision, & Values

Mission - To serve our community, moving them to excel in health, wellness, and life

Vision - To be the premier rehabilitation, fitness, health, and wellness organization in the Willamette Valley.

Values -

- Love
 - Serve and steward
 - Surprise and delight
 - Wash other people's feet
- Growth
 - Personal excellence
 - Mind - intellectual and emotional
 - Knowledge, understanding, self-worth
 - Body - physical and financial
 - Health
 - Soul - spiritual and social
 - Relationships characterized by love, joy, peace, patience, kindness, goodness, faithfulness, gentleness, and self-control
- Grace
 - We were first loved
 - We should not cast the first stone

1 Peter 4:10 - "As each one has received a gift, minister it to one another, as good stewards of the manifold grace of God."

Essential Job Functions & Responsibilities

Employee will perform physical therapy services consisting primarily of, but not limited to, the following duties:

- Conform to the policies, procedures, standards, and regulations established by Healing Motion Physical Therapy (HMPT).
- Perform insurance verifications to ensure patients are eligible to be treated.
- Schedule patients, ensuring that all referrals are scheduled in a timely manner and that patients are scheduled for the plan of care recommended by their therapists in coordination with therapists' and patients' availability.
- Work to achieve a full census by tracking cancellations and filling openings with wait-listed patients, moving up evaluations, calling new referrals, or collaborating with the treating therapist for other alternatives.
- Greet patients and assist them with the check-in and check-out process including collecting

payments, helping them with relevant paperwork, and reviewing financial obligations.

- Accurately input patient demographic, insurance, and appointment information into the electronic medical record (EMR).
- Perform a variety of clerical tasks including, but not limited to, transmitting and receiving faxes, answering phones and taking messages, scanning, printing, tracking referrals, and maintaining the supplies list.

Order supplies and inventory.

- Setup equipment and modalities as instructed by treating therapists, including assisting patients with their warmups.
- Prepare and clean treatment rooms and gymnasium.
- Assure laundry is clean and distributed appropriately.
- Keep front office and common area clean and tidy, including routine deep cleaning and equipment cleaning and maintenance.
- Perform opening and closing procedures.

Assist back office with insurance authorization submission and tracking.

Complete monthly exclusions tracking.

- Assist with special projects assigned by the Office Administrator or Office Manager.

Complete expense reports weekly, or more often as necessary.

- Assist back office with business metric reports including provider metrics, financial metrics, marketing metrics, referral metrics, and location metrics.

- Lead front office hiring process including job posting, screening, interviewing, collaborating with clinic supervisor regarding offer, offer presentation, and onboarding.

- Lead training and development of front office team members, including leading weekly front office staff meetings and completing performance reviews.

- Meet weekly with clinic supervisor.

- Create and manage front office schedules.

- Assist with planning and coordinating marketing initiatives.

- Promote the business of HMPT through patient experience, referral relationships, and community involvement.

- Perform all other services designated in the Front Office Key Result Areas (KRAs).

Qualities

- Able to improve process efficiencies
- Able to prioritize tasks
- Adaptable
- Altruistic
- Cheerful
- Collaborative
- Compassionate
- Courageous
- Decisive
- Dependable
- Detail-oriented
- Effective communicator
- Efficient
- Emotionally intelligent
- Empathetic
- Enthusiastic
- Entre-leader
- Humble
- Loyal
- Organized
- Personable
- Problem-solver
- Professional
- Resilient
- Responds well to feedback
- Self-disciplined
- Self-motivated
- Servant-leader
- Tactful
- Visionary
- Vulnerable

Physical Requirements

- Frequent sitting and walking
- Frequent bending and lifting
- Occasional heavy lifting (up to 50#)
- Occasional standing
- Occasional squatting, lunging, kneeling, pushing, and pulling
- Frequent use of arms, wrists, and hands
- Frequent talking, seeing, hearing, and communicating

Required Qualifications/Experience

- High school diploma or equivalent
- Experience using Microsoft Office
- Must be able to read, write, speak, and understand the English language

Desired Qualifications/Experience

- Bachelor's degree in Pre-Physical Therapy, Kinesiology, or similar
- Bachelor's degree in Business Administration, Marketing, or similar
- Experience in a healthcare setting
- General knowledge of Anatomy and Physiology
- General knowledge of medical terminology

- Type 45 words per minute
- Current Cardiopulmonary Resuscitation (CPR) certification