

Front Office Job Descriptions

Overview

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

Reports To - Front Office Manager/ Clinic Supervisor/ Chief Financial Officer

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.
- ☐ Maintain resale inventory, swag inventory, and order swag 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.
- ☐ Help to organize and centralize front office training and new hire materials for front office team members.

- ☐ Develop and maintain processes for recruiting, hiring, and onboarding new front office team members.
- ☐ Participate in meeting with Chief Financial Officer monthly, or more regularly as needed, to provide status updates and prioritize action items.
- ☐ Assist with other central office tasks when other central office team members are out of the office.
- ☐ Assist with weekly bank deposits when other central office team members are out of the office.
- ☐ Lead training and development of front office managers, including leading weekly front office manager huddles and providing feedback for front office managers' performance reviews.
- ☐ 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
- Discerning
- 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