



Experts in Orthopedic Care

## FRONT DESK SUPERVISOR

POSITION SUMMARY
Oversee all activities of the front office including identifying any inefficiencies, expediting patient flow through the front desk process, and eliminating conflicts.
ESSENTIAL FUNCTIONS
<ul style="list-style-type: none"><li>• Provide supervisory support for the front desk, excluding MRI, O&amp;P and Satellite offices</li><li>• Identify inefficiencies and additional training needed</li><li>• Recommend various personnel actions including, but not limited to, performance appraisals, disciplinary actions, time off schedules, and hiring</li><li>• Communicate with staff to determine needs, goals, and necessary changes in systems or policies</li><li>• Perform other responsibilities associated with this position as deemed appropriate.</li></ul>
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none"><li>• Demonstrated knowledge of basic research and analytics</li><li>• Proficiency in Microsoft Office, with the ability to learn and adapt to other software applications</li><li>• Strong oral and written communication skills</li><li>• Ability to multi-task, working simultaneously on multiple projects</li><li>• Exceptional customer service skills</li><li>• Knowledge of insurance plans and medical terminology</li><li>• Strong skills in team building and conflict resolution</li></ul>
PHYSICAL DEMANDS
Requires prolonged sitting and standing, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports..
CREDENTIALS DESIRED
Must have a high school diploma or equivalent education and at least one year of prior supervisory experience in a medical setting or customer service field. At least AA degree preferred.