



Business Team Associate

Job Description

POSITION SUMMARY: Performs a variety of reception, administrative, insurance, and data entry duties for our patients in a stress-free, positive & safe environment. Answers the phones, schedules appointments, handles patient finances and insurance billing, maintains patient records, and coordinates patient flow. Duties may also include some office cleaning, basic clinical & sterilization tasks and promotional events.

SALARY: Hourly – Dependent on Experience

HOURS: Part-time = 8 – 31hrs/week Full-time = 32 – 40hrs/week

Must be able to work the following shifts: 6am – 5:00pm, 7:10am – 5:30pm. Workdays include any combination of Mondays, Tuesdays, Wednesdays, Thursdays & Fridays. Ability to work community events on Saturdays & Sundays is a plus.

BENEFITS:

After 90 Days: Paid Holidays, Discount for Dental Services (dependent children only), Medical/Dental Insurance Reimbursement up to \$175/month (private plan only)

After 1 Year: Paid Personal Hours to Full Time Employees , Retirement Account (employer matching)
(Full-time Staff = regularly scheduled for more than 32 hrs/week)

REQUIRED QUALIFICATIONS: High School Diploma or GED

REQUIRED SKILLS:

Ability to present a professional image at all times

Ability to work with interruptions & multiple priorities

Knowledge of correct grammar, spelling & punctuation

Knowledge of organizational filing procedures and systems

Proficiency in alphabetizing

Ability to write legibly and work with numbers

Ability to understand accounting

Ability to understand & comprehend advanced billing & insurance terminology & policies

Proven ability to work well in a team environment

Ability to analyze a problem and develop a solution

Transportation and valid driver's license

Able to work independently with little supervision

Recognizes the needs and concerns of people within their cultural framework and maintains constructive relationships with them

Understands the business relationship with the community and maintains positive image and relationships

Identifies patient problems, deviations from the normal, and reports changes to the supervisor

Coordinates clinic patient flow for efficiency of provider care

Interprets business services, policies and procedures to patients and families

Regularly meets with the team to identify clinical problems and helps initiate appropriate solutions

Self-motivated and flexible to daily patient schedule and/or clinic needs

Accepts and institutes change as needed

Willing to ask for assistance when needed

Follows business policies, procedures & maintains strict confidentiality

Functions as patient advocate and communicates warmth and understanding to patients and their families

Strong organizational and time management skills

Proven computer and database management skills

Cultural sensitivity

Excellent interpersonal and communication skills

PHYSICAL & ENVIRONMENTAL REQUIREMENTS:

The following sensory and physical activities are essential functions of this position and are performed in excess of levels required for ordinary movement:

- Physical coordination (ability to simultaneously use hands, arms, feet & legs)
- Eye-hand coordination
- Close vision
- Distance vision
- Manipulative finger movements
- Flexing or rotating wrists
- Hearing
- Lifting
- Reaching
- Repetitive Movement
- Sitting
- Speaking
- Standing
- Stooping

- Twisting
- Climbing (stairs, step stool, ladder)

The following mental and communicative activities are essential to the performance of this position:

- Ability to handle stress and emotion
- Ability to organize
- Ability to remember procedures and instructions
- Ability to work without direct supervision
- Ability to communicate in English fluently and clearly
- Ability to operate a calculator, keyboard (typing), computer, copier, fax machine & multiple phone lines
- Careful attention to detail
- Concentrating on task
- Dealing with angry people
- Dealing with diverse populations
- Dealing with children
- Dealing with children & adults with special needs
- Fast reaction time
- Handling conflict
- Handling multiple priorities & multitasking
- Performing task during limited time frame
- Positive attitude toward ill, handicapped, elderly & those with special needs
- Public contact
- Reasoning-applying procedures
- Using diplomacy and tact
- Professional use of grammar and language

Individuals in this position are required to carry or lift weights in this range:

- 1-40 pounds

Individuals in this position are exposed to the following:

- Blood, tissue, bodily fluids and tasks that involve exposure to bloodborne pathogens (bio-hazardous waste)
- Chemical hazards (skin & eye irritants)
- Respiratory hazards (nitrous oxide)
- Radiation from radiographic equipment
- Communicable diseases
- Vibrating equipment
- Use of sharp instruments
- Latex
- Low to moderate noise levels
- Artificial lighting

JOB RESPONSIBILITIES:

- ❖ Promptly and warmly greets patients as welcomed guests to our office, following office guidelines for efficient check in and transfer to clinical staff.
- ❖ Communicates clearly and tactfully with patients and their parents, following practice philosophy guidelines and verbal skills outlined in SOP sheets for specific circumstances. Mails to or gives to parent all appropriate handouts and forms.
- ❖ Responds promptly to inquiries and requests from patients, staff, the doctor and referring offices.
- ❖ Answers the telephone by the third ring using a warm, friendly voice, identifies the office and self, accurately assesses and meets the needs of the caller. Accurately completes telephone emergency slips, message memos, and chart documentation.
- ❖ Schedules all office appointments according to office guidelines to ensure smooth patient flow and care.
- ❖ Accurately and efficiently enters all data into the computer within one day of the service or transaction. Manages the insurance and collection routine outlined in the Accounts Receivable SOP.
- ❖ Accurately maintains patient records and charts to ensure easy retrieval and complete documentation of all patient treatment and transactions.
- ❖ Tactfully and effectively discusses finances with parents, providing written estimates, insurance benefit information, and financial options. Reaches and document agreement with the parent on financial arrangements prior to treatment.
- ❖ Tactfully collects money from parents on the day of treatment, negotiating arrangements as needed, providing a receipt, and completing all necessary documentation and posting.
- ❖ Prepares for the next day by timely and thorough confirmation of appointments & chart preparation.
- ❖ Consistently monitors and follows up on no-shows, cancellations, and treatment still needed.
- ❖ Follows office procedure for patient referrals and transfers to other doctor offices.
- ❖ Actively promotes practice by following guidelines for welcome letters, referral thank you notes, and educational handouts.
- ❖ Maintains the clean and uncluttered appearance of the reception and front office area.
- ❖ Participates fully in staff development through morning huddles, staff meetings, continuing education courses, evaluations, and constructive daily problem solving with teammates.
- ❖ Promotes team cohesiveness by interacting with team members using active listening skills, respect, nonjudgmental attitude, and office guidelines for problem solving and conflict resolution.
- ❖ Adheres to office policies outlined in the **Staff Handbook** regarding code of conduct, attendance, appearance, administrative requests, and confidentiality.
- ❖ Performs other related duties as assigned or requested. Quickly and cheerfully performs back up duties as assigned.