



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">• Provide supervisory support for the front desk, excluding MRI, O&P and Satellite offices• Identify inefficiencies and additional training needed• Recommend various personnel actions including, but not limited to, performance appraisals, disciplinary actions, time off schedules, and hiring• Communicate with staff to determine needs, goals, and necessary changes in systems or policies• Perform other responsibilities associated with this position as deemed appropriate.
GENERAL COMPETENCIES DESIRED
<ul style="list-style-type: none">• Demonstrated knowledge of basic research and analytics• Proficiency in Microsoft Office, with the ability to learn and adapt to other software applications• Strong oral and written communication skills• Ability to multi-task, working simultaneously on multiple projects• Exceptional customer service skills• Knowledge of insurance plans and medical terminology• Strong skills in team building and conflict resolution
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.