

Medical Front Office Assistant

Job Code: W0150
Pay Grade: WG
Pay Scale: \$18.04-\$28.50 Hourly; \$37,523.20-\$59,280.00 Annually
Exempt: No

OVERVIEW

Provide professional clerical support following established standards and practices. Perform a variety of general and advanced clerical tasks including answering phones, scheduling appointments, processing medical records, and checking-in and checking-out patients to ensure the efficient delivery of patient care in the Sheriff's Office Occupational Health and Wellness Center.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Schedule appointments for new and recurring patients based on provider availability.
- Greet patients and visitors in a courteous and friendly manner and obtain insurance information and any other necessary data to update patient demographics.
- Provide patients with required forms for completion, as well as copies of office policies and legally required documents.
- Handle check-in and check-out procedures, manage rescheduled and cancelled appointments, and maintain the patient schedule to maximize patient care and clinic flow.
- Answer multi-line telephones in a cordial and professional manner and direct calls to appropriate staff; retrieve voice mail messages and direct where appropriate.
- Communicate with patients to address their needs as soon as possible; handle patient concerns or refer to administration appropriately.
- Accurately scan and upload medical documents into patient electronic medical records (EMRs); maintain accurate and up to date EMRs.
- Set up office for daily operation by preparing patient charts and ensuring daily schedules are printed; monitor the lobby to ensure organization and cleanliness.
- Maintain the confidentiality of patients' personal information and medical records.
- Compile data, compute, and verify figures.
- Review forms, documents, and other materials for accuracy.
- Provide assistance to staff and the public as required.
- Respond to inquiries and search files for requested information.
- Maintain custody of supplies and other property.
- Operate office equipment such as copiers, telephones, scanners, and shredders.
- Perform basic clerical computer operations using word processing, spreadsheet, database management, and other applications to add/verify patients, print out relevant forms for processing, respond to emails, and generate new patient packets updating information as needed.
- Perform other clerical duties such as photocopying; ordering and issuing supplies; and sending, receiving, sorting, and distributing mail.
- Comply with all rules, regulations, and procedures including, but not limited to, Office of the Inspector General (OIG) program, Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), Clinical Laboratory Improvement Amendments (CLIA), and any other state, local, or federally mandated regulations that affect a physician's office.
- Perform other related duties as required.

KNOWLEDGE, SKILLS & ABILITIES

- Working knowledge of practices used to receive and assess calls for assistance.
- Working knowledge of departmental policies and procedures.
- Working knowledge of office practices, procedures, equipment, and materials.
- Working knowledge of English grammar, punctuation, and spelling.
- Working knowledge of frequently used office computer technology including Windows, Internet, and Office software applications.
- Knowledge of federal, state, and local laws and regulations including the OIG program, HIPAA, OSHA, and CLIA.
- Skill in operating a computer utilizing word processor, spreadsheet, database, and electronic mail applications.
- Ability to proof one's own work and the work of other personnel.
- Ability to perform accurate computations and verification of data.
- Ability to communicate effectively, both orally and in writing.
- Ability to be attentive to detail.
- Ability to instruct new employees.
- Ability to work effectively with others.
- Ability to handle a fast-paced environment and prioritize tasks based on importance.
- Ability to operate data processing and software equipment.
- Ability to use general office equipment and to perform a variety of clerical duties such as answering telephones; filing; copying; scanning; receiving and sorting mail; inventorying; and ordering supplies.
- Ability to type.
- Ability to organize and maintain paper and electronic files and records.
- Ability to handle confidential information.
- Ability to document information in an EMR.
- Ability to take and transcribe notes rapidly and accurately.

WORKING CONDITIONS

- Work in a medical facility within a law enforcement agency.
- May have occasional exposure to bloodborne or airborne pathogens, bodily fluids, chemical or biological toxins, and contagious diseases.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in moderate physical exertion (e.g., lifting, carrying, pushing and/or pulling objects and materials up to 25 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Two years of experience in a medical office environment.

OR

- A high school diploma or possession of a GED certificate.
- Successful completion of a secretarial, business and office technology, or office professional training program.
- One year of experience in a medical office environment.

OR

- An associate degree from an accredited institution of higher education.

- One year of experience in a medical office environment.

REQUIRED PRE-EMPLOYMENT TESTING

- Completion of pre-employment testing.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Experience with eClinicalWorks.
- Experience with Microsoft Office Excel and Word.