



Bi-lingual Scheduling Coordinator Position

Summary:

Local community funded, non- profit medical clinic is seeking a dynamic team member to join us as the Front Desk Scheduling Coordinator in our mission to improve the health and wellness of the medically uninsured or critically underserved through the engagement of professionals, community partners and dedicated volunteers.

Duties and Responsibilities include:

- Welcoming patients as well as clinic guests in person or on the telephone; answering or referring inquiries.
- Update providers' schedules in EMR system as they become available.
- Manage provider waitlists.
- Schedule appointments for new and recurring patients based on provider availability.
- Verifying patients' information and eligibility, updating personal information.
- Comfort patients by anticipating patients' anxieties; answering patients' questions; maintain the front desk and lobby.
- Protect patients' rights by maintaining confidentiality of personal, medical record and financial information.
- Call patients and send text reminders to patients to remind them of upcoming appointments.
- Oversee, train and recruit volunteers.
- Process medical records requests.
- Collect patient donations, lab fees and dental fees.

We will be looking for candidates that possess the following skills and qualifications.

- Appreciation and understanding of diversity equity and inclusion.
- Multi-tasking, Flexibility, Customer Service, Problem Solving Skills, Time Management, Organization, Attention to Detail, Scheduling, Professionalism, Quality Focus.
- Ability to handle fast passed environment and prioritize tasks based on importance.
- Excellent communication and problem solving skills.
- Familiarity with Microsoft Office
- Familiarity with electronic medical record software
- Three years' experience in Medical Office Reception / Scheduling.
- *Bi-lingual Spanish/English *Required*
- *High School Diploma/GED *Required*

Physical Requirements:

Light work: exertion 1-20 pounds of force. Repetitive motions-frequent use of upper and/or lower extremities in a repetitive motion to use computer and telephone. Ability to communicate in person via technology, one-to-one and groups of all sizes.

Status:

Part Time 22-25 hours per week.

Pay:

To be determined at hire.

Qualified applicants are requested to submit a cover letter and resume to info@vim-cascades.org

At Volunteers in Medicine the terms equity and inclusion apply to all individuals, regardless of race, color, age, national origin, socio-economic status, sex (including transgender status, gender identity, sexual orientation and pregnancy), religion, disability, genetic information, marital status, political affiliation, or any other label that divides or segments individuals.