

**THE MERCY MINISTRIES OVERVIEW:**

TMM's mission is to "Transform lives by putting God's love into action." All ministry programs shall support that mission and all who work for or on behalf of the organization will understand and be loyal to that mission and purpose. The mission shall be responsive to the constituencies and communities served by TMM and of value to society at large.

**POSITION OVERVIEW:**

The Front Office Coordinator for The Mercy Ministries serves numerous purposes, but the number one objective is to schedule and coordinate patient care amongst TMM's various programs/service offerings and the related staff and volunteers associated with each. More importantly, this objective is to be accomplished efficiently while sharing Christ's love through patient and compassionate interactions.

**ROLES AND RESPONSIBILITIES:**

- Patient scheduling (Clinic, classes, counseling, transportation, etc.) including daily reminder calls
- Manage Care Message
- Report clinical statistics from Allscripts
- Manages General Office Calendar & Phone System
- Oversees assigned volunteers
- Manages Mercy Training Room Schedule on Google Calendar (i.e. staff meetings, education classes)
- Regularly communicates meetings and updates to staff and volunteers through email and GroupMe

This job description is not intended to be all inclusive. Employees are responsible for performing all duties as assigned by management.

**OTHER EXPECTATIONS:**

- Keep your work area tidy and help clean patient areas as assigned
- Support the organization's fundraising efforts by engaging with the S.W.A.P. team and promoting our "60 Minutes with Mercy" tours and volunteering at the annual "Ask" event
- Participate in the meal rotation for staff meetings, providing a meal for the group at least once a year
- Attend and engage in staff meetings and ministry area meetings
- Constantly assess your position's processes and procedures and think into how they can be improved

**COMPENSATION:**

The hourly wage will be discussed (based on education and experience). This position will be 32 hours per week. This position does acquire paid vacation and sick time.

**WORK SCHEDULE EXPECTATIONS:**

Work schedule expectations include a full-time 32 hours per week which may include special meetings, travel and attendance to work-related conferences, training, and events. The Mercy Ministries expects that all employees arrive on-time. If an employee must be tardy or absent, notification to his/her Director should be made prior to any missed time. This position reports to the Executive Director.

The Mercy Ministries expects that all employees be dressed in business casual attire or a TMM shirt with khaki or black pants (except on Jean Wednesdays). Clinical employees may wear scrubs. This position will be the front line for all patrons entering the clinic. Pleasant appearance, professionalism and a friendly personality will be expected at all times.

This position will be privileged to very important organizational information and will be expected to uphold the utmost confidentiality with any information obtained at all times.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

Education – High School Diploma or GED Required; Post-Secondary Degree Preferred  
Computer skills – Required; EHR Experience- Preferred  
Procedural Skills – Required

Documentation Skills – Required  
Organizational skills - Required

Inventory Skills – Required  
Experience with Medical Teamwork – Required  
Experience working in a provider clinic – Preferred  
Experience in ministry/non-profit work - Preferred  
Bilingual – Preferred

**STANDARDS OF CONDUCT AND OTHER REQUIREMENTS:**

Employees are required to follow organizational policy and departmental procedures at all times. You are charged with the responsibility to uphold the mission and core values and ethics of the mercy ministries. The job description is not intended to be all inclusive. Employees are responsible for performing all duties as assigned by management.