

Position:	Front Desk Coordinator	Department:	Patient Care – All Areas
Employee:		Date of Hire:	
Reports To:	Clinical Director	1st Review Date:	

THE MERCY MINISTRIES OVERVIEW:

The mission of The Mercy Ministries is to “Put God’s love into action, by providing healthcare services to those in need.” 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.

POSITION OVERVIEW:

The Front Desk 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:

- Receiving calls and navigate to proper departments
- Manages changes needed to the phone system and signage for holidays etc.
- Scheduling patients for all appointments and classes
- Maintain accountability policies and process. (send accountability or dismissal letters)
- Maintain application policies and process
- Process medical records requests
- Oversees clerical assigned volunteers

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 culture and values
- Participate in the meal rotation for staff meetings, providing a meal for the group at least once a year
- Attend staff meetings and morning devotionals
- Constantly assess your position’s processes and procedures as to how they can be improved
- Cross train to have a basic knowledge of the MAP room.

COMPENSATION:

The starting hourly wage is \$13/hr for 16 hours per week. This position does not acquire paid vacation and sick time.



WORK SCHEDULE EXPECTATIONS:

Work schedule expectations include a part-time 16 hours per week schedule 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 Clinical Director.

The Mercy Ministries expects that all employees be dressed in business casual attire. 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 – Preferred

Experience with Medical Teamwork – Preferred

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.

***BY SIGNING BELOW, I UNDERSTAND THAT I AM AGREEING TO PERFORM THE JOB AS DESCRIBED.**

Employee Signature:		Date:	
Supervisor Signature:		Date:	