



***Reputable Community Healthcare Clinic seeks Lead Receptionist***

***Join an organization which is respected and well loved by the Community we serve!***

This is a great opportunity to share your work with an organization that cares for the community of Healdsburg, Windsor, Geyserville, and beyond.

At Alliance Medical Center (AMC), we believe everyone deserves the highest quality care. We provide primary medical and dental care within a broad array of services - including prenatal, a teen center, all ages dental care, mental health, nutrition health services - that help our patients' live healthier lives.

Our mission is to improve the health and wellness of our diverse communities. We provide accessible, caring, and high quality healthcare services. We are a recognized Federally Qualified Healthcare Center (FQHC) leader in improving the health of our communities. We are proud to serve a diverse population of approximately 13,000 predominantly Spanish speaking patients.

AMC's Healdsburg and Windsor Medical locations are both recognized PCMH (Patient Centered Medical Home) sites and we are proud to be eligible to recruit National Health Service Corps Scholars, Physicians, and Registered Nurses with student loan repayment needs with Highest HPSA Primary Care score 16!

**Are you an organized multi-tasker with great customer service skills and bilingual in Spanish? If yes, we'd like to meet you!**

AMC is currently seeking a Lead Receptionist, Full Time with Benefits, for our Healdsburg and Windsor Clinics.

**What you will do at AMC:**

Operates multi-line telephone system to answer incoming calls and directs callers to appropriate personnel. Schedules medical appointments, and inputs information related to payments and demographics into the computer system. Primary trainer for Call Center staff.

**Some of the duties include:**

- Responsible for training reception staff in all aspects of functional tasks in the Call Center.
- Front Office Super User in EMR (EPIC).
- Handles pre-authorizations for Medical patients.
- Oversees the accurate documentation of patients' EMR Systems.
- Calls or assigns staff to confirm appointment one day in advance.
- Answers incoming telephone calls from AMC patients with a professional and engaging demeanor in AMC's Call Center
- Engages and greets Patients by phone in a very friendly manner and responds to their questions
- Prepares (updates or creates) Patient charts as they register for their appointments
- Accepts payments for services and enters information in the EMR

- Schedules medical/dental appointments and "no show" information into EMR
- Enrolls Patients in AMC programs and completes the necessary paperwork
- Discusses initial billing information with Patients

**The Lead Receptionist at Alliance Medical Center has the following qualifications and skills:**

- Bilingual in Spanish required;
- High school diploma or general education degree (GED) required;
- Strong customer service and interpersonal skills including good verbal and written communication skills;
- 3+ years' work experience in a Front Office position in a FQHC preferred;
- Front Office Super User in EMR required (EPIC preferred)

**How to apply:**

**Local Candidates Only. Please email your resume with job title in subject line to: [hr@alliancemed.org](mailto:hr@alliancemed.org) OR fax resume to (707) 385-2148**

Alliance Medical Center is an Equal Opportunity Employer. No third party recruiters please. Please no phone call inquiries.