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**Job Description**

**Job Title:** Member Relations Specialist II (MRS II)

**Organization:** La Comunidad Hispana

**Department:** Health Center

**Location:** Oxford, PA

**Reports to:** Front-End Supervisor

**Status:** Full-time (includes evening hours); Non-Exempt

**Date Last Updated:** February 23, 2017

**Description**

La Comunidad Hispana (LCH), Kennett Square and Oxford, offers a comprehensive scope of healthcare, social services, outreach, and education programs for Latinos and other low-income, underserved families living and working in Southern Chester County.  As a Federally Qualified Health Center (FQHC) and Patient-Centered Medical Home, LCH provides fully integrated person-centered care in a bilingual and bicultural environment that encourages compliance and fosters improved patient outcomes.  Using a holistic approach to care, LCH integrates healthcare with supportive services and education to empower our members to stay healthy, build strong families and lead productive fulfilling lives.

The primary functions of the MRS II are to oversee all operational aspects of the front office of LCH Oxford site. This includes but not limited to provide vital customer service via telephone and in person, responsible for answering calls, routing calls to appropriate staff, making appointments for the health center and providing basic information. When functioning in the role of front office reception, the MRS II directs members to the proper service, performs client intake and assessment, provides check-out services, collects and records fees, and provides client services (appointments and inquiries).

**Essential Duties and Responsibilities**

* Ensure productivity goals are met via proactive and dynamic scheduling that includes same-day/next day scheduling, overbooks (when indicated), and close collaboration with clinical providers and support staff to ensure each day’s patient goals are met.
* Ensures that members/clients are greeted properly as they arrive at LCH; ensures that member check-in and check-out services are provided based on the highest degree of customer service.
* Open and close office according to policy.
* Ensures all clients are screened according to the sliding fee scale policy.
* Ensures the collection and reconciliation of member fees.
* Ensures that messages from phone mailboxes are retrieved and responded to as assigned.
* Ensures prompt response to incoming calls. Answers calls before the third ring.
* Retrieves and responds to voice messages immediately.
* Makes reminder phone calls daily.
* Results of all calls are documented.
* Refers triage calls/walk-ins to appropriate personnel using established protocol.

FRONT OFFICE RECEPTION DUTIES:

* Greets clients as they enter the door with a smile and welcome. Regularly communicates with clients who are in the waiting room so they are kept abreast of any wait time over 20 minutes.
* Registers clients in the Electronic Medical Record. Collects registration information and scans information into the record on the same day as the client visit.
* Actively asks and updates demographic information during registration, especially phone number and address.
* Schedules appointments appropriately to maintain provider schedules at capacity set by Front-End Supervisor. Attempts to fill any open and available appointment slots with same day visits.
* Stocks copier and fax machine with appropriate supplies on a daily basis.
* Faxes/Sends patient medical records and/or reports as requested by providers. Sends requested medical information within two business days of request.
* Reads and responds to emails twice per day.
* Opens the health center and front door 15 minutes before first scheduled appointment. Closes health center and front door at the assigned closing time (5pm on Monday-Thursday and 12pm on Friday). Communicates with other LCH staff if the front door needs to remain unlocked due to other organizational meetings or functions.
* Ensures timely ordering of clerical supplies for Health Center according to established procedures.
* Close daily batch and ensure accurate reconciliation with cash box.
* Maintains patient confidentiality at all times.

**Additional Responsibilities**

* Maintain regular attendance. Perform all duties in a timely manner. Attend all staff and Health Center team meetings as scheduled and/or directed.
* Collaborate with staff of all LCH programs as appropriate to ensure efficient integration of services.
* Respect confidentiality at all times, in public, in team meetings, in consultation, in the community, and at home.
* Perform other duties as assigned. Job description subject to review and changes of business necessity.

**Qualifications and Experience**

* Bilingual: Spanish and English
* Current Driver’s License (PA or DE)
* Baccalaureate Degree or related degree in social sciences, preferred.
* Computer software skills: Access, Excel, Word
* Good written and verbal communication skills

LCH is a culturally competent, bilingual, bicultural agency. Qualified members of the community are encouraged to apply.