

INTERESTED CANDIDATES MUST SUBMIT AN APPLICATION AND RESUME TO DAUGHTERS OF CHARITY SERVICES OF SAN ANTONIO [7607 Somerset Road, San Antonio, TX 78211] BY 4:30 PM on February, 3rd 2020. Please note an application is required to be considered for interview please download application at:

<https://www.adssa.org/wp-content/uploads/2018/02/Blank-Job-Application.pdf>

The location of this position will be at

La Mission Family Health Care, 19780 South US Hwy 281, San Antonio, TX 78221

Job Summary:

The Office Specialist reports directly to the Director and is responsible for administrative duties to including greeting patients, ensuring timely and high-quality customer service, answering and triaging medical and dental incoming calls to schedule patient appointments, checking in and out patients, accept payments and be responsible for daily closeouts. Must maintain a professional and pleasant appearance and conduct.

Responsibilities:

- Understands and Manifest the Philosophy and Mission of DCSSA.
- Answer the telephone communicating messages verbally and through email.
- Schedule patient appointments over the phone and in person.
- Collect patient copayments.
- Make appointment reminder calls verifying insurance and other patient data is accurate.
- Scan and or upload patient information to patients' electronic chart for medical, dental and counseling services.
- Responsible for medical, dental, and counseling records, scheduling, insurance verification, and patient referrals.

- Will work to ensure patient confidentiality in all instances.
- Maintains patient files, records and other information.
- Compiles and condenses technical and statistical data for reports and records as requested.
- Communicates effectively and courteously with and demonstrates a caring attitude toward patients, family, and staff.
- Treats all patients and their families with dignity and respect.
- Follows universal precautions, OSHA standards and HIPAA regulations.
- Attends required meetings as requested.
- Performs other assigned duties as assigned.

Complexity of Work:

- Within scope of job, requires critical thinking skills, decisive judgment and the ability to work with minimal supervision. Must be able to work in a fast-paced stressful environment.

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Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Customer and client-oriented professional
- 2-4 years' experience working in clinical office experience required
- Medical assistant and/or Dental assistant certification preferred
- Excellent verbal, written, and interpersonal skills
- Ability react calmly and effectively in emergency situations
- Bilingual Preferred. (English/Spanish)
- Experience with Dentrix and Epic electronic record systems Preferred

Competencies:

Customer Focus, Ensures Accountability, Communicates Effectively, Values Differences, Demonstrates Self Awareness, Instills Trust