Job Description: Medical Receptionist

Classification: 0.5 FTE (20 hours/week)
Reports to: Clinical Director
Salary: $18-22 per hour
Start Date: Summer 2021

About Rainier Valley Midwives:
Rainier Valley Midwives (RVM) is a 501(c)(3) nonprofit midwifery clinic located in South Seattle. Our mission is to improve maternal and child health outcomes among those living in the Rainier Valley, particularly among BIPOC communities. We provide prenatal care and pregnancy support to those who are pregnant, those who want to get pregnant, and those who have just had their baby. We also provide well-being and family planning services.

We take a collaborative and comprehensive approach to providing individualized wrap-around care to clients. This means our care teams include midwives, doulas, doctors, mental health counselors, and lactation specialists. We help clients engage in their care and have the birth of their choice, whether it be at home, in a birth center, or in a hospital. Many of our grant funded programs provide clients with free birth and postpartum doulas, and lactation support, regardless of ability to pay.

Medical Receptionist:
We are currently seeking a medical receptionist to support our clinic. This position provides independent and high-level confidential administrative and clinical support and oversees elements of day-to-day office management. This position is on-site and not virtual.

In this role, you will communicate with patients and family members, support the workflow of clinical providers and administrative staff, and contribute to the collection and evaluation of client information and data. You will be a communication hub for team members and external audiences, and will need good written and interpersonal communication skills to help people through what can be complex processes and unfamiliar situations.

The ideal candidate will prioritize customer service, be detail oriented, and be comfortable working independently. You will also have a positive, encouraging attitude, feel confident asking questions as needed. Success in this position comes from the ability to track and execute a high volume of tasks with precision.

This is a part-time role (0.5FTE/20 hours per week) located at our clinic in South Seattle.
Primary Responsibilities

Office Assistant:

- Opening and close clinic.
-Welcomes and directs all patients.
- Create a positive impression at the front desk to ensure a welcoming, friendly, and environment.
-Monitor and review patient schedules for next day office appointments.
-Schedule clinical appointments for patients and manage provider schedules.
-Obtain patient demographic information and verify insurance information.
-Obtain necessary patient information to meet current Federal guidelines and Meaningful Use guidelines for electronic medical records.
-Create, maintain, and update client charts in our electronic medical record system.
-Obtain patient authorization for medical records release (HIPAA compliance).
-Responsible for phone, fax, and email answering, mail processing, and office deliveries.
-Purchase, restock, and organize office, maintenance and kitchen supplies, ensuring that supplies are well organized and adequate for daily needs.
-Inventory management using electronic application.
-Maintain organization and cleanliness of lobby, clinic, common areas, shared kitchen and storage spaces.
-Support accounting processes by routing receipts and payments appropriately.
-Administrative tasks including but not limited to: manage the production of office materials, including name tags, key cards, stationery, business cards, labels, envelopes, forms, and other printed business or clinical materials.
-Attend meetings with supervisors and team.
-Additional tasks as needed.

Requirements

- Prior experience providing a high level of customer service in a fast-paced medical environment.
- 2+ years experience with medical administrative work.
- Experience serving diverse clients from different communities, backgrounds, races, and religions.
- Detail oriented and organized.
- Demonstrated technology and computer skills, i.e. proficient with MS Office products including Word and Excel, and Google Docs and Google Sheets.
- Highly skilled in organizing electronic files and folders, and improving efficiency.
- Experienced and comfortable using electronic health record systems and ability to perform basic data entry into the patient’s electronic health records.
● Excellent communication, both verbal and writing skills.
● A strong commitment to integrity, professionalism and customer service.
● Effective time management skills.
● Ability to work collaboratively in a team environment.

Salary and Benefits
The starting salary/rate for this position is $18-22 per hour, depending on experience. We also offer a comprehensive benefits package including full medical, dental, vision coverage paid by the employer. Paid holidays and a generous Paid Time Off (PTO) plan are also included.

To Apply
Email your resume and cover letter to info@myrvcc.org.

Equal Employment Opportunity Statement
Rainier Valley Midwives is an affirming, positive, diverse work environment. Rainier Valley Midwives provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics.