

Medical Clinic Bilingual Receptionist

Health Brigade (HB), formerly Fan Free Clinic is seeking a full-time bilingual receptionist who is often the first point of contact for the agency. The bilingual receptionist will work in the Medical Clinic with clinic staff and volunteers to assist patients as needed and provide administrative support. They are a part of the Care Coordination team which works with clients to provide patient/family education and self-management support using evidence-based trauma informed care.

Requirements & Duties

- Exceptional customer service with an inviting, uplifting, and welcoming manner.
- Bilingual (English/Spanish) required; at a minimum, conversation Spanish.
- Serve as liaison between patients and the clinical staff and will work toward ensuring efficiency.
- Register patients and complete their check-in and check-out
- Answer telephones, triage incoming calls, schedule appointments, take messages, provide information, and respond to inquiries.

Knowledge, Skills & Abilities

- Ability to communicate and collaborate effectively with staff, volunteers, and clients verbally and in writing.
- Courteous, considerate, and knowledgeable of the diverse populations that we serve.
- Must be able to multi-task
- Basic office skills including telephone, fax, email, Microsoft Office Products, Electronic Medical Records, and telehealth programs.
- High level of accuracy for data entry.
- Knowledge of Medicaid Insurance plans

Compensation

Compensation starts at \$16.00/hour plus benefits, generous PTO and holiday schedule, flexible work environment

Health Brigade is an Equal Opportunity Employer

To Apply:

Email resume and a list of three professional references to: Polly Foster pfoster@healthbrigade.org.

Please complete the application at <https://form.jotform.com/213435402608146> by August 31, 2024

Any resume sent without the accompanying references and application will not be considered. No phone calls please.

Workplace health and safety are paramount at Health Brigade. We serve many patients and clients with compromised immune systems. Our commitment to them and to each

*other is to ensure we take our own health seriously and never place others at risk for illnesses we may be spreading with or without symptoms. Therefore, it is **mandatory for those working** at Health Brigade that you provide verification of the following prior to your first day at Health Brigade:*

- *Verification of last flu vaccine*
- *Verification of TB screening within the past 12 months*
- *Verification of COVID vaccine*

If you are offered a position as an employee, and you have not met the health requirements, a consult with Health Brigade's Medical Director will be required to develop a plan toward adherence. This may result in delay of your planned start date for service.