



**Healthcare Associates in Medicine**  
Practice Office Associate – Front Desk.

**Job Title:** Practice Office Associate (Front Desk)      **Department:** Orthopedic or Neuroscience  
**Reports to:** Associate Director of Clinical Services

**IMPORTANT:**

Only candidates who *currently reside in or in close proximity to Staten Island* are going to be considered for the role.

**Job Summary:** Large Multi-Specialty Healthcare practice is seeking part-time and full-time Practice Office Associates. The ideal candidate must exhibit and possess strong customer care, interpersonal skills are very detail orientated, and enjoy the working patient orientated environment. The Practice Office Associate must have an out-going friendly personality and strive to multi-tasking. The Practice Office Associate must have prior experience working in a medical office.

Full-time positions will be scheduled to work 42.5 hours per week. Part-time positions will be scheduled to work 24 hours per week. Days and hours of work will be determined at the time of hire. This position is located on Staten Island, NY. This full-time position will offer a competitive salary, Paid Time Off and a full range of benefits. EOE.

**Education/ Experience:**

- High School Diploma or GED required.
- Current BLS certification.
- Must have exceptional customer service, verbal and written communication skills.
- Experience with electronic medical records systems.
- 2+ years registration experience in a hospital admitting or physician’s office.
- 2+ years insurance verification experience.
- Knowledgeable and comfortable using computer applications to include: practice management systems, electronic health records, and related software. Knowledgeable in Microsoft Office applications, use of email, and on-line systems.
- General knowledge of health insurance billing and coding procedures and common practices.
- Familiar with the regulations and requirements for OSHA and HIPAA and aware of the compliance requirements as enacted by Federal, State, and local jurisdictions.
- Demonstrates suitable and appropriate appearance demonstrates good communication skills, capable of writing instructions for patients consistent with directions provided by licensed providers, and works well with others.

**Responsibilities (include but are not limited to):**

- Responsible to greet and direct all visitors, including patients, representatives, and other incoming customers in a friendly, courteous, and professional manner.
- Ensure the completion of paperwork, sign-in procedures, and scheduling of patients.
- Answer phone lines, and should be able to handle a fast-paced dynamic work environment, as well as verify patient medical insurance, demographics, and be knowledgeable of medical terminology.



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- Demonstrate and maintain a working knowledge of customer service principles.
- Obtain accurate patient demographics, insurance, and financial information for registration.
- Obtain pre-certification and referrals of services as needed.
- Verify insurance eligibility via the online eligibility system or phone.
- Obtain and collect any; payments, co-pays, balances, deductibles, and/or coinsurance.
- Maintain cash drawer according to policy.
- Prepare daily logs and deposits.
- Process patient payments according to policy.
- Maintain a clean working environment for the facility.
- Receive deliveries including mail from various carriers and forwards to appropriate departments.
- Report any malfunctioning equipment to supervisor(s).
- Assist medical staff as needed.
- Report and communicate any and all unsafe building, patient, or employee conditions to supervisors.
- Alert any and all supervisors of any individual(s) that exhibit non-compliant, inappropriate behavior or activities.
- Patient care control; addressing and defusing any problematic or disruptive patients within the waiting room area.
- Perform additional duties as assigned.

**Physical Requirements/ Working Conditions:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is occasionally required to stand; sit; walk; use hands to finger, handle, or feel objects, tools, or control; reach with hands and arms; and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision.

1. Incumbent will be required to work at any facility and be responsible for own transportation.
2. Incumbent will be scheduled based on operational need.
3. Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.
4. Position is in a well-lighted office environment.
5. Involves sitting approximately 80 percent of the day, walking or standing the remainder.

Equal Opportunity Employer