

Job Description

**Job Title:** Business Office Floater position

**Department:** Medical Records

**Supervisor:** Business Office Manager

**FLSA Status:** Non-Exempt

**Prepared By:** Human Resources

**Prepared Date:** 02/01/2022

**Summary**

Duties include performing various administrative tasks such as scheduling patients, answering phones, referrals and filing. Filling in for reception (Clinic and Hospital). Prepares patient charts, verifies coverages, enters charges and receives payments.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Scheduling patients

Verifies patient's appointment and time upon registration.

Verifies patient's record is up to date and accurate. Makes appropriate changes in computer system, scans updated insurance cards & driver’s licenses.

Greets and directs patients, salespeople, and visitors.

Generates personalized service form for registered patients in order to document services provided and procedures performed at visit.

Filling in for Clinic/Hospital reception when needed.

Assists with other medical office needs, including answering phones, copying/filing, etc.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving - Identifies and resolves problems in a timely manner; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance.

Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification.

Adaptability - Adapts to changes in the work environment; manages competing demands.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; completes tasks on time or notifies appropriate person with an alternate plan.

Judgement - Exhibits sound and accurate judgment; includes appropriate people in decision-making process.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; organizes or schedules other people and their tasks.

Quality - Demonstrates accuracy and thoroughness; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions .

**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.

**Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Previous work with medical insurances required.

**Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Internet software; Spreadsheet software and Word Processing software. Typing speed of at least 50 WPM required.

**Physical Demands** 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 may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit. The employee is frequently required to reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and use hands to handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.  
  
  
**Employee (printed name)**  
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**Employee Signature**   
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**Supervisor / HR Signature**  
  
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