



NOW HIRING

Medical Front Office Staff (Receptionist)

ABOUT US:

Founded in 2011, Circle Care Center (CCC) is Connecticut's largest independent provider of stigma-free sexual health and LGBTQ+-affirming medical services. CCC now serves more than 3000 patients annually across its two clinical locations in Norwalk and Glastonbury and operates an in-house pharmacy at its Norwalk location. Circle Care Center's mission is to provide the highest quality medical care to its patients in Connecticut, specializing in primary care for people living with HIV and the LGBTQI+ community, as well as HIV prevention (PrEP & PEP), Hepatitis C, and STI testing and treatment, Gender-Affirming Care, and Behavioral Health Services.

SUMMARY:

Circle Care Center is seeking to hire a new front desk receptionist for its Norwalk location. The ideal candidate will have experience in a medical office, working with confidential patient information. A passion for providing high levels of customer service and the ability to work in a fast-paced environment that sometimes requires multi-tasking is a must. The front desk receptionist works under the supervision of the Office Manager and the Director of Operations. Experience as a medical assistant is preferred but not required for this position. This is a full time onsite in-person position, remote work is not an option.

Requirements

1. Ability to give full attention to what other people are saying, and to use logic and reason to identify the strengths and weaknesses of alternative solutions.
2. Ability to identify complex problems and reviewing related information to develop and evaluate options and implement solutions.
3. Ability to monitor or assess performance of yourself, other individuals, or organization to make improvements or take corrective action.
4. Maintain a professional and positive working relationship with patients, medical staff, other co-workers, and the public.

Typical Duties

1. Welcome arriving patients and any visitors, determine the nature of business, and announce visitors to the appropriate personnel.
2. Check patients in and verify that all relevant documentation and demographic information is current.
3. Collect patient co-pays and/or payments toward account balances at the time of service.
4. Maintain the appointment schedule: schedule and confirm appointments, advise medical staff and patients of schedule changes, and maintain a record of Clinical Staff schedules and days off to avoid scheduling conflicts.
5. Receive, direct, and relay telephone and fax messages to the appropriate staff.
6. Ensure that all outgoing mail goes out on a daily basis.
7. File patient charts when no longer in use.
8. Scan patient paperwork into their electronic charts and put it into the appropriate category.
9. Prepare outgoing medical records and mail or fax as required after receiving medical provider approval.



10. Respect patient privacy and maintain strict confidentiality regarding patient information in compliance with HIPAA guidelines.
11. Order, receive, and maintain an adequate inventory of office supplies to meet the needs of the medical office.
12. Assist Medical Staff with clerical and administrative duties as requested.
13. Maintain an organized and clean reception and work area.
14. Maintain accurate accounting records for all petty cash and credit card charges.
15. Perform other office-related duties as required.

Qualifications

1. High School Diploma or GED
2. Minimum of two years of related experience in customer service, preferably in a medical setting.
3. Demonstrated proficiency in the Windows computer operating system environment.
4. Experience working with an electronic medical record system is preferred.
5. Certification as a Medical Assistant is a bonus
6. English language proficiency is required; Spanish language proficiency is preferred.
7. Competencies
 - Dependability – The job requires being reliable, responsible, dependable, and fulfilling obligations.
 - Integrity – The job requires being honest and ethical
 - Adaptability/Flexibility – The job requires being open to change (positive or negative) and to considerable variety in the workplace.
 - Attention to Detail – The job requires being careful about detail and completing work tasks thoroughly.
 - Cooperation – The job requires working well with others and displaying a good-natured, team-oriented attitude.

Work Conditions

Constant standing or walking is required. Manual dexterity is required for sustained periods.

Compensation

Circle Care Center provides generous and fair compensation to its employees based on fair market value analysis. Compensation for this position may range between \$48,000 and \$50,000, depending on credentials and experience. Benefits include but are not limited to, medical, dental, vision, short and long-term disability, life insurance, FSA, and 403B retirement savings.

To apply please submit your resume and cover letter to the organization's Director of Operations at lthomas@circlecare.org.

Circle Care Center provides equal employment opportunities to all qualified individuals without regard to the following: race, ethnic traits historically associated with race, including hair texture and protective hairstyles, color, age, sex, sexual orientation, gender, gender expression, gender identity, religion, national origin, or any other protected class.