

## **Medical Office Secretary/Receptionist**

Moody Clinic is looking for a qualified Medical Secretary/Receptionist to perform the administrative duties of the office to keep operations running smoothly. This position will report to the Front Office Lead.

The ideal candidate must be bilingual (English-Spanish). Must be able to multitask and have excellent customer service and organizational skills. Detail oriented and self-motivated. Manage time wisely. Telephone etiquette is a must. Ability to work well under pressure and be able to meet deadlines. The candidate will present themselves in a professional and friendly manner each day while demonstrating tact and discretion to protect patient privacy and uphold HIPAA standards. Must complete other duties as assigned.

Familiarity with the basics of bookkeeping. Knowledge of medical coding, medical office procedures, regulations and medical terminology, preferred. You must be proficient in Microsoft Office (Word, Excel, Outlook, PowerPoint) and know how to construct and send emails effectively.

Education: High School diploma or GED certificate needed. Certificate from a vocational-technical school or an associate degree from a community college showing the completion of a training program in medical administration can be beneficial. Years of experience: 1-2+ years' experience in a medical office and/or clerical work placement.

Please send resume with three references to Jessica Cuevas, [jcuevas@moodyclinic.org](mailto:jcuevas@moodyclinic.org)

Please do not call. We will set up an interview with accepted resumes.

### **Duties & Responsibilities**

#### **Administrative**

- Greet patients and visitors in a friendly, professional manner that help patients feel welcome and at-ease
- Follow and implement COVID 19 safety measurements for patients and caregivers
- Schedule appointments, send appointment reminders and make follow-up calls or generate emails
- Schedule Re-Evaluations
- Check in/check out patients
- Enter and/or discharge patients on system
- Assist patients to complete documents including intake or insurance forms
- Obtain patient signature on various documents
- Notify clinicians of patient arrival
- Use scheduling software to update patient information
- Take patient payments, produce receipts, post payments daily on third party portal, keep track of payments and balance daily financial registers
- Coordinate with third party biller regarding statements, charges, etc.
- Create charts for new patients, filing and data entry
- Compile reports, invoices, memos or correspondence
- Operate multi-line phone system and answer emails and other electronic messages as required
- Sort and distribute all mail and faxes
- Maintain an inventory of office supplies

#### **Billing**

- Enter charges/superbills as needed