Position Title: Clinic Administrative Coordinator
Department: Redwood City or San Mateo Clinic
Supervisor: Associate Director of Clinic Operations
FLSA: Full Time/Non-Exempt/Hourly
Wage Compensation: $20.00 per hour

Since 1974, Samaritan House has led the fight against poverty in San Mateo fulfilling immediate needs and guiding people to self-reliance through the delivery of a breadth of free essential supportive services to those living in poverty. We do this with the help of an excellent team of dedicated staff and volunteers. We take a holistic approach to poverty that goes beyond food, shelter and clothing. Serving a client is not a single transaction but the start of an on-going relationship to move individuals and families towards self-reliance. At Samaritan House we strive for excellence and leverage community resources to find and implement creative solutions for our community’s needs. We believe in providing our team with supportive work environments and opportunities for development. We offer excellent opportunities for individuals who love working with people of diverse backgrounds who seek to make a difference by helping us create a caring compassionate supportive community helping our neighbors in need.

Under the supervision of the Associate Director of Clinic Operations/Clinic Manager, The Clinic Administrative Coordinator will provide front office support and coordinate the operations of the Medical Reception Desk. Administrative support will be provided to all areas of the clinics to ensure smooth operations of client appointments, check in, needed follow up, file management, data management including administrative support to providers. Candidate must be able to assume responsibility, be accountable, take appropriate initiative and proactively solve problems. This position serves as the face of the Clinic and as such will always ensure the delivery of excellent and professional administrative support services to all constituents under all circumstances. This position will be required to maintain a flexible schedule to accommodate agency events and any need for urgent responses or coverage in any of the two free clinics. Candidate must be able to conduct all business fluently in both English and Spanish in order to successfully work with our mostly Spanish-speaking constituency. This position will also provide guidance to Agency volunteers as needed.

CANDIDATE QUALIFICATIONS
Preferred and required job qualifications for the position are as follows:

Education: High School Graduate or GED. AA in Business Administration desired.

Work Experience:
- Minimum three years’ in an administrative role in a medical or health care office.
- Must be BILINGUAL BICULTURAL SPANISH ENGLISH

Knowledge, Skills and Abilities:
- Superior verbal and written communication skills are required in both English and Spanish.
- Excellent computer proficiency with windows based applications and Microsoft Office Suite. Ability to type quickly minimum 30-45 WPM.
• Excellent interpersonal and relationship building skills. Ability to work independently and collaboratively. Ability to work successfully with clients experiencing various forms of crisis and trauma. Excellent ability to de-escalate situations as needed.
• Excellent telephone skills and management of multi-line phones
• Excellent customer service skills, ability to maintain a positive, welcoming, and approachable presence under various circumstances.
• Strong attention to detail, organizational skills and ability to prioritize successfully in a fast-paced environment with frequent interruptions.
• Excellent reasoning and judgment skills; ability to be agile and make quick decisions in fast-paced environment. Dependable and Reliable attendance is critical. Ability to maintain confidentiality.
• Superior level of integrity and ethics when conducting all business.
• Must be able to travel between Agency sites or other locations as assigned. Valid California driver’s license, dependable transportation with insurance and clean driving record.
• Flexible schedule required, including ability to work early mornings, evenings, weekends and holidays as required by program and media needs.

**ESSENTIAL FUNCTIONS OF THE POSITION**
**INCLUDING BUT NOT LIMITED TO:**

**General Front Desk Reception, Client Service and Volunteer Support:** Manage the Clinic Reception Area including but not limited to managing office machines, telephones, photocopies, printing, filing

- Greet and serve as the primary point of contact for patients and other constituents of the clinics
- Answer and route multi line telephones; take phone or visitor messages and deliver to the appropriate individuals; retrieve clinic voicemails and route appropriately. Perform callbacks.
- Schedule and confirm appointments internally and with external partners
- Database, communications and Electronic Practice Management System- serve as resident expert of the systems used within clinic administrative operations
- Create, maintain, retrieve and file patient charts. Communicate with staff, volunteers, and patients to ensure optimal patient flow.
- Ensure a pleasant, safe and welcoming work environment and reception environment for all constituents.
- Have a clear understanding of Samaritan House operations to direct constituents and callers to appropriate Agency resources.
- Provide support and Direction to volunteers when needed. May use volunteers to support workflow as needed. Volunteer support to include confirmation and distribution of daily volunteer schedules and assisting with the coordination of volunteer activities covering reception.
- Assist patients in navigating the health care system and connect them to resources in our service community.
- Provide Translation ENGLISH/SPANISH as needed.

**Clinical Team Support:** Ensure any administrative support required to providers is delivered promptly and efficiently including but not limited to:

- Check in patients and produce superbills in a timely manner after arrival
- Ensure team has the patient charts and daily provider schedules in a timely fashion and within department operating protocols.
- Ensure patients have the diagnostic slips, referrals and follow up appointments scheduled as needed upon check out
- Provide scheduling and confirmations of appointments to providers and clients
- Take patient medication refill requests and route to pharmacy per department operating protocols

**Inventory and Supplies; Mail Management:** Assist with the tracking, maintenance, ordering and receiving of any mail, packages, medical and general supplies and inventory arriving at the clinics. Ensure everything is properly stored and routed in a timely fashion.

- Receive and Route incoming medical supplies
- Receive, sort and route incoming and outgoing mail and faxes
Other Department, Agency and Administrative Duties include but are not limited to:

- As assigned and under the direction of the Associate Director or Medical Director proactively reach out to patients to promote optimal population health programs.
- Support, assist and attend general department and agency events, activities and functions as needed. Assume responsibility and leadership for any related tasks within these events.
- Assist with the maintenance of a safe work environment and report any incidents within 24 hours or immediately.
- Work occasional evenings, early mornings, weekends and holidays depending on programmatic needs and events.
- Reliability with attendance is critical for all aspects of this job. Incumbent must show up to work on time. Adjust schedule as needed for events, training, and meetings with supervisor pre-approval.
- Support Department Heads as needed and assigned.
- Attend any assigned department, meetings or Agency trainings or meetings internal or external-
  - represent Samaritan House positively and professionally.
- Perform other duties as directed.

APPLICATION PROCESS

Interested candidates for this position will be required to submit the following documents**:

- Cover letter
- Resume

**Candidates who are unable to submit the requested documents will not be considered.

Send applications to:

SAMARITAN HOUSE  Director of Human Resources  4031 Pacific Blvd.  San Mateo, CA 94403
E-mail:  hr@samaritanhousesanmateo.org  Via facsimile:  (650) 294-4336

No phone calls, please!  Samaritan House is an equal opportunity employer.  Because of the volume of applications Samaritan House receives, we regret we are not able to respond to every applicant individually.  If your skills and experience are a good match for this position, we will contact you for an interview.