



Job Title: Office Assistant
Date: January, 2020
Report to: Office Manager

FLSA: Non-Exempt
Approved by: Lisa Goodman, DC
Salary: Full time or Part time hourly

Job Summary:

This position requires proficiency, efficiency, and multitasking in the full range of general office services, internal and external marketing as well as basic knowledge of chiropractic, acupuncture and massage including insurance. This role also includes overseeing proper communication functions to both providers and patients.

Essential Job Functions:

- Reports to office manager and providers
- Fielding a high volume of phone calls
- Answering emails in timely manner
- Ability to answer questions about services provided including insurance, techniques, retail items, services offered
- Maintain various provider schedule and adapt to the evolving needs of providers and patients
- Completes overflow work from providers
- Documenting and distributing messages
- Insurance verification, billing, collections
- Cleaning routinely / maintenance
- Must be available to work on Saturdays

Additional Responsibilities:

- Maintain scheduling needs
- Make decisions using critical thinking skills on the fly
- Work autonomously as well as in a team setting
- Create and maintain patient relations
- Financials: Balancing daily financials, cash handling
- Social Media: create, edit, distribute posts regularly
- Events: Participation in at least 5 off-site events per year (paid)
- Baby holding

Experience and Education:

- High School Diploma
- College a plus but not required
- Knowledge of chiropractic, massage, and acupuncture also a plus
- Customer service experience a plus

Skills and Attributes:

- Use of Mac computers and software
- Google docs
- Proficient in typing and internet searches
- Outgoing and friendly demeanor
- General knowledge of office equipment
- Excellent communication skills

Physical Requirements:

- Must be able to stand for long periods of time (6+ hours)
- Bend, twist, and lift (occasionally 20lbs or more)
- Basic cleaning duties (vacuum, laundry, trash, dusting, bathroom maintenance)
- Hold door and babies when necessary

Office Assistant Key Results Area (detailed job function)

Key Results Area #1: Master of First Impressions

- Greet all patients upon arrival with a smile
- Acknowledge the reason for their visit (ie. Dr. X will be right with you) Learn patient names and family relationships
- Confidently speak on behalf of Washington Park Chiropractic

Key Results Area #2: Customer Service / Phone

- Arrive 30 minutes prior to opening every day and have voicemail and email checked within 5 minutes
- Answer the phone with a smile "Washington Park Chiropractic, this is (your name) how can I help you?"
- Reply to emails promptly with complete grammar, full sentences and sign, (your name), Office Assistant
- Stay apprised of all patients 'regular' schedule, charges and re-exam needs
- Record all changes to insurance, address, personal information

Key Results Area #3: Build Our Business / Reschedule

- The practice is only as good as our schedule is full, the most essential part of your job is to reschedule patients on their way out the door or before you hang up the phone
- Patients want to reschedule! They get upset if three months goes by and they have forgotten to reschedule
- When new patients call in, they are doing so to schedule an appointment. Make them feel good about their decision, be enthusiastic and confident that we can help them
- When existing patients call in to cancel or reschedule, be sure to get them on another day
 - The doctors book up fast, you might want to keep one on the schedule
 - To be sure you get your preferred time, you should schedule now
 - No problem at all, is the afternoon better / is early next week going to work for you / would you like to do a massage instead?
- Offer upgrades / combined appointments to all patients
 - Extended Massage Time
 - Combine chiro treatment with massage
 - Add family members to the appointment
 - Are they doing ok on supplements?

Key Results Area #4: Improvise / Be Flexible

- Keep a solid knowledge of chiropractic and our techniques
- Confidently talk about our competitors and their techniques and how we are different
- Perform tasks as assigned by doctors, therapists or office manager
- Maintain a tidy and organized office ongoing (lobby, glass, bathrooms, front desk, kitchen)

Key Results Area #5: Culture Cultivation

- Perpetuate the detailed, overachieving, skilled, on-time and up-beat culture of the practice in a fun and relaxed environment
- Share with all patients ongoing promotions and excitement at the practice
 - Fundraising
 - Massage
 - Specials
- Doctor Conferences
 - Maintain professional and tailored dress at all times, no faded jeans, graphic tee shirts, flip flops, shorts
 - Constantly grow and develop your knowledge of chiropractic products, services and how they serve the industry and our practice.
 - Follow through with Facebook, Twitter, Website, Newsletters

Key Results Area #6: Organization / Daily Tasks

- Scanning: keep scanning up to date
- MIAs - Review Missed/cancelled appointments from the day before and send an email.
- Process MIAs in Macpractice and send reminders
- Referral Thank You Document - prepare and address thank you card for providers to complete, place in provider inbox
- Paperwork: prepare, edit, print and stock forms. Know which forms each patient needs and make sure they are completely filled out
- Cleaning: daily tasks include watering plants, empty trash, vacuum, sweep, dusting, stocking bathrooms, windows when necessary
- Inventory & Ordering: notify office manager of resale items, office supplies needed
- Solicitors: manage expectations, collect information and respond
- Collect Payment/ Enter in Macpractice
- Verify Insurance - Automotive and Major Medical
 - Master the ability to explain auto insurance, med pay and in-network v. out-of-network health insurance
 - Translate benefits to patients coherently using summary letter
- End of Day Reports printed and proofread daily