

Patient Care Coordinator / Chiropractic Receptionist

Job Description



Summary

We are seeking a passionate, proactive, and driven professional to join our growing, upbeat, family-owned business! The **Patient Care Coordinator/Receptionist (part-time position)** plays a vital role on our team—communicating the clinic’s mission, creating a welcoming environment, connecting with patients, acting as the liaison between the doctor and patients, and ensuring efficient day-to-day office operations. This individual creates the first impression of the clinic via in-person and phone interactions with current and prospective patients, team members, and vendors. This individual is a “people person”, caring deeply about the level of interaction and the quality of the experience the patient enjoys during every appointment visit. Additionally, this person has a positive attitude and a personal interest in health and well-being.

Responsibilities

- Ensures a smooth and seamless patient experience by communicating warmly, clearly, and effectively with the patient
- Manages the patient flow in the office to ensure all patients are seen by the doctor in an efficient manner
- Demonstrates pre-adjustment warm-up exercises to new patients and effectively communicates the benefits
- Schedules patient appointments in-person, via text, or over the phone using our specialized chiropractic computer software system
- Checks-in with patients on a regular basis to make sure that patients are staying on top of their weekly/monthly care plans
- Greets and directs all patients with enthusiasm, professionalism, and courtesy
- Verifies health insurance for all patients and collaborates with the doctor on the appropriate financial plan for patients
- Answers and screens all incoming calls to handle caller’s inquiries as appropriate
- Reviews and organizes all patient documents including filing, faxing, and copying of documents
- Updates patient information in patient database and email marketing platform
- Assists with administrative responsibilities including payment processing, cleaning, watering plants, supply ordering, general tidying, and mail/delivery sorting
- Assists with marketing duties as needed (taking photos at in-office events, promotional material set up, event communication, etc.)
- Displays professionalism and a sense of pride in all aspects of his/her duties and responsibilities

Benefits

- Eligible for an end of year financial bonus
- Opportunity to grow with our office and to take on additional responsibilities based upon interest and skill set

Requirements

- Dedication to customer service, we see our patients as family
- Strong communication skill (written and verbal) and interpersonal skills
- Innately proactive with the ability to be resourceful when challenges arise
- Must be punctual, have a positive attitude, have a strong work ethic and be comfortable providing customer service to a diverse population
- Prior reception experience and/or experience with face-to-face interaction with customers preferred
- Professional attitude and appearance
- Organization and attention to detail required
- Must be able multi-task and work in a fast-paced, high-volume environment
- Position involves regular periods of standing and operation of a computer
- Proven computer experience essential including proficiency in Gmail, Microsoft Word and Microsoft PowerPoint required
- This role requires working in shifts, so flexibility is a must

Weekly Hours:

- Wednesday: 2:30 PM – 6:45 PM
- Saturday: 7:30 AM – 11:30 AM