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In your position at the Chippewa Valley Free Clinic, you will have an incredible opportunity to impact lives and help the most vulnerable receive the gift of health care. Our patient services depend on your dedication, contributions, and professionalism. Below is an overview of the tasks associated with your position. It is not all-inclusive and may change based on Clinic needs.

**Job Description – Clinic Reception Manager**

Location: Eau Claire, WI Category: Clinical Administrative Support  
Job Type: Part-Time, Non-Exempt Supervisor: Director of Clinical Services  
Supervisory Role: Yes (Reception Volunteers)

**Role & Responsibilities**

The primary role of the Clinic Reception Manager is to train and supervise clinic receptionists, as well as assist patients in the registration process. The CRM will also assist in scheduling patient appointments, preparation of patient charts, and immunization data collection. This position will also work with the Volunteer Coordinator on scheduling and recruiting clinic receptionists.

This position is part-time, averaging 15 hours per week, with medical clinic hours required (Tuesday evenings and the 1st and 3rd Thursdays) and flexibility on additional scheduling.

**Job Duties**

* Greet patients in a welcoming and professional manner
* Provide current/prospective patients with information about the Clinic in person and by telephone; respond to inquiries or refer appropriately as required
* Assist patients with the registration process and verify patient information
* Schedule patient appointments in coordination with the Director of Clinical Services
* Establish and maintain patient charts and medical records; respond to patient record requests as appropriate
* Supervise and train clinic receptionists
* Prepare waiting room for patients and monitor for patient concerns, temperature, and cleanliness
* Tidy breakroom after clinic services and empty garbage(s)
* Annual chart archive
* Assist lab dept. by entering data at the end of services.
* Provide a support role to the Director of Clinical Services and assist in clinic administrative duties as requested

**Qualifications / Experience**

* Strong verbal and written communication skills
* Bilingual Spanish a strong plus
* Ability to work independently and within a team structure
* Strong organizational skills with the ability to prioritize
* Working knowledge of various software and database technology, including Microsoft Office
* Demonstrates respect for diversity
* Awareness of psychosocial barriers that impact the lives of the uninsured
* Embraces and supports the mission of the Chippewa Valley Free Clinic