



## **Front Desk Coordinator**

Samaritan Health Center is a faith-based clinic that has served our neighbors in Durham and the surrounding communities since 2009. We envision a community where all people have what they need to flourish, and our mission is to share the love of Christ by serving those in need through healthcare. The Front Desk Coordinator is the welcoming and friendly face of our clinic! This multi-faceted, hands-on role provides administrative support to patients, staff, and volunteers for smooth functioning of the organization.

### **Responsible For:**

1. Patient Support
  - a. Check patients in and out for appointments
  - b. Communicate with patients for scheduling, reminders, and confirmations
  - c. Answer and document phone calls for triage to the appropriate colleague
  - d. Assist with patient services documentation and communication (i.e. medication programs, external referrals, or other)
2. Staff Support
  - a. Prepare daily schedules, clipboards, and notes for all staff and volunteers
  - b. Lead pre-clinic team huddle
3. Clinic Support
  - a. Welcome any visitors or deliveries and communicate to the appropriate team member
  - b. Collaborate with front desk colleagues to ensure front office, waiting room, and front restroom are cleaned and stocked daily
  - c. Update supply requests for inventory restock

### **Reports to:**

Samaritan Health Center Operations Director.

### **Salary and Benefits:**

This is an hourly position with starting range of \$15-\$20/hour, approximately 25 hours/week, at least one evening clinic per week will be required.

Samaritan Health Center receive three weeks paid time off per calendar year: calculated by average number of hours/week, and prorated by start date for any staff who start mid-year. This time includes vacation, sick, and personal days, and is in addition to clinic observed holidays. Samaritan Health Center closes on eight federal holidays annually when they fall on a scheduled clinic day.

**Desired Qualifications:**

1. Active and personal Christian faith
2. Enthusiastic support of the mission, vision, and core values of Samaritan Health Center.
3. A clear commitment to serving with discretion, humility, excellence, and compassion.
4. Strong English and Spanish language skills required: in person, in writing, and on the phone.
5. Ability to manage details correctly as well as organize and prioritize work appropriately and efficiently. This is a hands-on position, working with patients, colleagues, and visitors. Expect interruptions and new situations.
6. Proficiency with computers (Microsoft Word, Microsoft Excel, Google Workspace, Dropbox).
7. Training in Epic (electronic health record) will be required if not previously completed.
8. Excellent customer relations, teamwork, and communication skills both by phone and face to face.

**To Apply:**

If you are passionate about helping our community flourish through healthcare with excellence, we encourage you to apply! Please submit resume and specific letter of interest to [jobs@samaritanhealthcenter.org](mailto:jobs@samaritanhealthcenter.org), with “Front Desk Coordinator” in the subject line of email. No phone calls please.

*For Samaritan Health Center staff, strong commitment to the mission and vision of Samaritan Health Center is essential, and Christian faith is a prerequisite for employment, based upon United States federal guidelines provided in Title VII of the Civil Rights Act of 1964.*

***Legal Background in the United States***

*Samaritan Health Center is both an equal opportunity employer and a faith-based religious organization. Samaritan Health Center strictly prohibits and does not tolerate unlawful discrimination against employees on the basis of race, color, ancestry, national origin, age, sex, marital status, parental status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of Samaritan Health Center as an equal opportunity employer does not prevent the organization from hiring staff based on their religious beliefs, so that all staff share the same religious commitment.*