

## **JOB ANNOUNCEMENT**

### **Cashier/ Receptionist**

*Las Clinicas Del Norte (LCDN)*, is accepting applications for a **CASHIER/RECEPTIONIST**. Candidate must be able to work independently, have good organizational, communication, and computer skills. The CASHIER/RECEPTIONIST will be responsible for ensuring the financial viability of Las Clinicas del Norte by collecting payments, ensuring the accuracy of patient billing information, initiating billing activities, and assisting in scheduling patients. Is also responsible for projecting a positive first impression of the organization, by communicating effectively with co-workers and the general public, and greeting patients and other visitors.

LCDN is a qualified federally designated Frontier Community Health Center/Medically Underserved Area allowing providers to access both state and federal loan repayment programs. LCDN's mission is to provide culturally competent care to the underserved and medically indigent patients in a remote part of northern New Mexico. LCDN operates three community clinic sites in Abiquiu, Ojo Caliente, and El Rito, all strategically located to provide maximum access to the area's rural residents and School Based Health Centers in Pojoaque, Los Alamos and Los Alamos and Ojo Caliente, NM.

**For additional information contact: Brandi Manzanares, HR Director**  
**Phone: 575-581-4728 Ext. 6257**  
**or Email: [HR@lcdn.org](mailto:HR@lcdn.org)**

#### **Essential Functions**

- Assists in ensuring the financial viability of the organization by collecting payments; balancing cash receipts at the end of each business period (session, day, etc.); ensuring the accuracy of insurance billing information; opening and closing encounters; and running reports as requested. Informs patient of outstanding balances at time of appointment reminder calls. Receives feedback and directives from CFO and Billing staff regarding collection rates or insurance issues.
- Assists in maintaining patient records and scheduling by making appointments including reason for visit; entering new patient information and accurately correcting/updating information for established patients (e.g. name, address, phone number, etc.); scheduling new and established patients. Completes reminder calls day prior to appointment to decrease patient no-show rates.
- Assists in coordinating patient information and billing by accurately entering correct patient data into patients EMR, checking patients in and out, collecting payments and/or ensuring the accuracy of insurance billing information, printing schedules, and running reports.
- Provides telephone and clerical support by answering telephones and communicating correct information/messages to the appropriate individuals within the organization. Maintains a positive, friendly, professional phone presence when dealing with all customers.
- Maintains accuracy of financial and patient accounts by collecting payments for services rendered, and keeping accurate record of cash and other daily transactions to insure accurate daily bank deposits.
- Ensures the accuracy and availability of patient information by ensuring that all Patient Registrations, Consent, and financial forms are complete, have the appropriate financial documentation, signed and available as needed.

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- Updates professional and technical skills by pursuing continuing education or seminars related to job responsibilities. Completes all Med Trainer courses as assigned in a timely manner.
- Contributes to the team effort by working collaboratively, cooperatively, and in coordination with fellow team members and with others in the organization, treats them with respect, courtesy and consideration, and shows understanding and the appropriate support of other team members to help get the job done.
- Maintains regular, dependable attendance and punctuality, and physical presence at the assigned worksite.
- Complies with and actively supports all applicable workplace environmental health and safety policies, work rules, and practices giving maximum effort to performing job functions in a manner that protects the health and safety of the incumbent, co-workers, and the general public.
- Provides assistance, information, guidance and resources to diverse groups of customers, clients and others outside of the organization, treats them in a friendly manner with professionalism, helpfulness respect, courtesy and consideration at all times regardless of circumstances.
- Performs other duties as assigned and which are deemed necessary or desirable by LCDN.

**Qualifications**

- High School Graduate or equivalent
- Minimum of one (1) year experience in a related field
- Bilingual preferred