

Front Desk Supervisor Job Description

Identity, Inc.

Revised July 2021

Reports To: Identity Clinical Director

FLSA Status: Full-time, Non-exempt

Rate: \$45,750-\$52,000 annually (\$22-\$25/hour)

General schedule: 8 a.m.-5 p.m. Monday-Friday. Occasional evenings and weekends.

Identity, Inc. is a statewide 501(c)3 organization whose mission is to advance Alaska's lesbian, gay, bisexual, and transgender (LGBT) community through advocacy, education and connectivity. Our vision is for a world where all people are free to express and be proud of their gender identity and sexual orientation. Identity Health Clinic offers gender-affirming and sexuality-affirming healthcare to Alaskans.

Summary

This position primarily works at Identity Health Clinic to advance the healthcare of LGBTQ+ Alaskans, including supervising support staff, performing regular administrative tasks, maintaining positive relationships with clients, and supporting overall clinic needs. The position also spends some time providing logistical and administrative support to Identity, Inc. overall.

Role and Responsibilities:

Supervision

- Supervise front desk staff and support staff at Identity Health Clinic, including CMA and Administrative Assistant(s)
- Create and monitor clinic staff schedules
- Train and support staff as needed to comply with Identity policies and procedures
- Assist with timesheets and hiring paperwork
- Supervise and contribute to improving the flow related to the following daily tasks of front desk staff
- Support coordination and management of clinic volunteers

Front Desk Administrative

- Perform front desk duties alongside admin assistant and when other front desk is not available, including answering phones, checking in patients, routing calls, faxes and messages
- Provide excellent customer service to clients, providers, partners and staff
- Batch reports
- Serve as main contact for health clinic community partners, requests for clinic tours, etc.

Identity Administration

- Serve as main Identity contact for IT support and other logistical and operational partners
- Support donor and client management and outreach activities, including data entry

- Collect customer feedback and produce reports and guidance for clinic and organization administration
- Support organization-wide operations and office management efforts

Qualifications and Education Requirements

- Active support of Identity's mission
- Experience in administrative and clinical environments for at least 12 months.
- Willingness to learn
- Compassion for others
- Willingness to work as part of a team
- Organized
- Ability to work independently
- Experience supervising others
- Experience working with electronic health records
- Ability to work in a fast-paced environment with multiple priorities
- Must be able to pass a background check
- Must be able to treat everyone with respect and dignity
- The qualified applicant will have at minimum a high school diploma or GED.
- Other relatable experiences considered.
- Be vaccinated to protect against coronavirus (COVID-19) unless have medical exemption

Skills and Experience Gained

- Work in a evolving and life-saving clinic
- Outreach and networking in the LGBTQ+ and healthcare communities
- Non-profit organizational management

Preferred Skills & Experience

Billing/coding, Athena, Google Suite, EHR experience, multiline telephone, experience in social work and medical setting, basic office management skills (fax, scan, e-mail, etc.), experience working with community organizations and/or non-profit organizations, experience working with the LGBTQ+ community, lived experience as a member of the LGBTQ+ community, lived experience of a person needing gender-affirming and sexuality-affirming health care, lived experience in Black, Indigenous and people of color communities.

Additional Notes

This job description does not list all of job duties. Occasionally the Clinic Director may assign other reasonable duties. Identity reserves the right to revise this job description at any time.

Identity, Inc. is an equal opportunity/affirmative action employer and encourages applications from all qualified individuals including people of all genders; people with disabilities; Black, Brown and Indigenous people; People of Color; lesbian, gay, bisexual and queer individuals; and people with lived experience of houselessness/poverty.

Apply

Send a cover letter and resume to health@identityinc.org. Subject Line: Front Desk Supervisor Position