



Job Title: EHR Front Desk Specialist

The EHR Front Desk Specialist is responsible for ensuring data integrity and optimal use of the EHR by overseeing volunteer staff during check-in and check-out, managing data entry, assisting patients with portal navigation, and enhancing workflow adherence.

The primary responsibilities of this role include the following:

- Oversee and assist volunteer staff and patients with check-in and check-out process
- Manage the data entry into EHR system to ensure the accuracy and integrity of the information.
- Assist patients with any navigation of the information needed for the EHR system.
- Enhance adherence to established workflows for optimal EHR utilization.
- Generate and distribute quality and population health reports under the direction of the EHR Program Manager

Qualifications

- Bachelor's degree preferred but not necessary
- Good working knowledge of Microsoft Office suite
- Excellent communication skills
- Bilingual and/or Trilingual language skills (Portuguese and Spanish)
- Proficient at managing time and resources
- Detail-oriented
- Capable of managing crises as and when they arise

Physical Demands:

In compliance with the Americans with Disabilities Act, the following have been identified as physical requirements of the job:

- The employee must occasionally lift and/or move up to 25 pounds.

- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to talk and/or hear.
- The employee is frequently required to use hands and fingers to handle, reach or feel and manipulate objects or controls. The employee is frequently required to sit or stand for long periods of time and walk distances, as well as stoop, bend, kneel and crouch.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PFC is an inclusive Equal Opportunity Employer; we prohibit discrimination and harassment of any kind. We are dedicated to providing a safe, equitable, respectful, and supportive work environment to all without regard to race, color, religion, sex, gender, national origin, age, pregnancy, disability, sexual orientation, military or veteran status, genetics, or any other status protected by federal, state, or local laws. This policy applies to all terms and conditions of work, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Phoenixville Free Clinic reserves the right to revise or change job duties and responsibilities as the need arises. This job description pertains to an “at will” position with the Phoenixville Free Clinic and in no way constitutes a written or implied contract of employment.