

Community Health Partners

Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.

Job Title: Front Office Trainer
Position Status: Non-exempt
Effective Date: 3/2021
Reviewed By: Chief Clinic Operations Officer

JOB SUMMARY:

Under the general supervision of the CCOO and CFO, the Administrative Trainer provides leadership and expertise of administrative duties and specializes in the optimization and training of use of CHP's Electronic Health Record (EHR) software as well as acting as a backup for administrative staff. This position provides consistent, high quality administrative fill-in coverage and assists with development of standardized training workflows across the organization. The employee will be required to travel to all CHP medical sites and will be expected to re-route to the location with the greatest need.

JOB RESPONSIBILITIES:

1. Provides daily support to end users through troubleshooting, coaching, and consulting. Provides onsite support regularly with weekly presence at Livingston, Bozeman, and Belgrade sites and monthly presence at West Yellowstone site.
2. Training: Maintains certification as an Epic Super Trainer (ST), overseeing the direct support and training of administrative generalists. Provides training and support to Super Users (SU) to maintain their credentials and stay informed of changes and upgrades. Provides EHR training to new administrative employees as well as optimization training to end users. Assesses effectiveness of training with trainee and trainer prior to employee working independently. Works with CHP managers and supervisors to coordinate training sessions for new employees and for all employees in advance of upgrades or other changes.
3. Serves as the application expert to collaborate and coordinate with clinic directors, nursing, medical director, administrative supervisors, CFO and Billing Department to identify needs, problem solve and implement improved efficiencies to create and document optimal workflows and training aides.
4. Demonstrates outstanding interpersonal communication skills and adult teaching techniques. Coordinates with the Human Resources department to design effective, learner-centered training.
5. Maintains pleasant, professional atmosphere in working with patients, providers, and other clinic personnel and the public.
6. Understand and adheres to HIPAA regulations.
7. Provide administrative coverage for open shifts both planned and unplanned absences. Duties include record keeping, patient registration, telephone duties, scheduling appointments, typing, data entry, computer operation, copying, electronic filing and retrieving EHR charts, reviewing charts for completeness, and miscellaneous business office related functions.
8. Maintains records accurately.
9. Furthers the mission of CHP through active support of the strategic goals.
10. Shares knowledge and skills with coworkers.
11. Performs other duties as requested by the management team.
12. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.
13. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.

SKILLS AND ATTITUDES:

1. Experience working with limited resource population.
2. Ability to work with grace under pressure

3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, multitask, be organized, and be a self-starter
6. Ability to be friendly, empathic, and an adept communicator.
7. Ability to treat both staff and patients with respect
8. Ability to navigate technology efficiently
9. Ability to gracefully accept and respond to feedback

ESSENTIAL PHYSICAL REQUIREMENTS

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting			X
Standing	X		
Walking	X		
Speaking/Hearing			X
Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling	X		
Grasping	X		
Fine Manipulation			X
Reaching			X
Bend	X		
Squat	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		
Lift 21-50 lbs	X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

QUALIFICATIONS:

College degree or equivalent work experience required

Experience utilizing adult learning principles for staff education and development preferred.

Minimum of two years using an electronic health record and practice management system in an ambulatory setting preferred.

Must be skillful in working with the public and handling many tasks.

Experience in personal computer use and business office management procedures required.

Medical related work experience preferred.

I have read the job description above and had any questions answered.

Name: _____

Date: _____