

Front Team Lead Job Description

Summary/objective

The role of Front Team Lead is to provide oversight, leadership, and mentorship to fellow front staff. To assist in the efficiency and functionality of the department and to help the department reach their goals set forth by the Doctor. This job description outlines the essential functions of the Front Team Lead position and the Core Performance areas the Front Team Lead position is held accountable to.

Leadership

- Leads the team through day-to-day functions so the clinic is running smoothly, harmoniously, and efficiently
- Models positive behaviors and outlooks for the team to emulate.
- Promotes positive culture and relationships amongst staff through day-to-day interactions
- Anticipates and proactively plans for the needs of the business, our staff and our patients
- Implements, champions, and distributes office policies
- Communicates clear expectations to the team
- Delegates work in a balanced and appropriate manner
- Takes an active role in resolving conflicts and reducing drama
- Provides more praise and affirmation than negative feedback to team members
- Respects others' opinions and beliefs even when I disagree and Uses active listening skills to understand what is important to team members
- Promotes open communication lines between leadership and staff as well as providing a forum for employees to discuss concerns.
- Open to new ideas and constructive criticism
- Handles sensitive situations with team members in a professional manner
- Gladly helps the team by collaborating and assisting with difficult patients
- Models professional "on stage" behaviors
- Adapts to new predicaments quickly, provides actionable solutions

Training/Staffing

- Promotes and implements training to continually upgrade the knowledge of the staff
- Provides regular feedback on job performance
- Updates, implements, and maintains compliance with accurate and up-to-date job descriptions for each employee
- Provides tools to support and empower team members to reach their individual and office goals
- Plan and facilitate all front staff meetings and front staff training
- Conduct interviews and job screening for potential new hires for the front team

Operations

- Acts as a liaison between doctors and front staff for routine matters such as time off requests, schedule changes, questions about policies and procedures, special projects, etc.
- Complete front employee schedules
- Track current yearly production goals, maintain, and monitor target stats to ensure office is viable, prosperous, and expanding.
- Ensure schedule for following day is full and confirmed
- Ensure IV schedule is full and confirmed two days before surgery
- Ensure front staff is 5-star certified
- Ensure all payments entered and deposited accurately and completely each day, ensure patient accounts, petty cash, and daily deposits are balanced
- Ensure correct amount collected and check out and past due amounts collected at check in
- Ensure new patient accounts are correct and complete and that former patients are reactivated
- Coordinate front staff schedules for Havre
- Reassign front roles and pull assistants from the back as needed to provide efficient use of staff

Daily:

Confirm routers are done completely and accurately 2 business days ahead

Field day of sick employee calls

Confirm patients are verified for next day

Confirm routers are complete and correct 2 days ahead

Confirm schedule for the next day is full

Send NP text to fill recalls

Confirm all phone calls are answered professionally and accurately and any missed calls are returned

Ensure texts, email, mail, referrals, swell communications are resolved

Confirm daily statistics are accurate, complete, and up to date

Ensure all payments entered and deposited accurately and completely each day

Ensure correct amount collected and check out and past due amounts collected at check in

Ensure patient accounts are correct and complete

Confirm regular chart review for transaction billing accuracy

Monitor and assist in efficient patient flow

Facilitate daily huddle

Monitor and assist from staff in reaching individual/ team goals and increasing efficiency, managing front team down time tasks

Weekly:

Confirm unscheduled apt list is finished

Confirm unscheduled treatment list is finished

Confirm we have proper staffing for the schedule
Confirm IV schedule is full, prepared, and complete two days before surgery
Clean up schedules
Coordinate Weekly office staff meeting (Great Falls only)
Write checks to reimburse staff for Havre gas (Great Falls only)
Write checks that are time sensitive for Great Falls (Great Falls only)
Assists Office Manager in Special Projects

Monthly:

Participate in Leadership Team Meeting
Report and review target stats including New Patients, Marketing, Office Stats
Celebrate Front staff workaversaries
Meet with owner doctor to assist in implementing any policies from the doctor meeting
Create skill mastery contests for front staff
Mediate monthly front office staff training meeting

Quarterly:

Coordinate Running quarterly reports with Helena/Great Falls: credit balance reports, invalid email reports, old recall reports, outdated patient reports