



Front Desk Supervisor

Department:	Therapy Services	Location:	Gahanna / Reynoldsburg & Easton
Days:	Monday – Friday	Hours:	40 hours per week

Orthopedic One is searching for a dynamic individual to join our team as a Physical Therapy Front Desk Supervisor at our Gahanna/Reynoldsburg & Easton location. Details about this exiting position are as follows:

Position Summary: This position is responsible for the supervision of front desk associates at designated physical therapy sites, assisting managers and directors with administrative processes, and performing the duties of a front desk associate or insurance specialist when necessary.

Responsibilities/Accountabilities:

- Provides leadership to team of front desk associates and insurance specialists, as well as training for new hires and changes in policy/procedure.
- Ensures that employees have the resources, tools, and training needed to perform their duties.
- Manages the performance of staff, including evaluations, disciplinary action, and terminations.
- Manages timekeeping system for staff to ensure employees are paid accurately.
- Maintains schedule for staffing to ensure adequate coverage is available.
- Performs the role of front desk associate or insurance specialist when staffing needs require.
- Answers patient questions and responds or resolves patient concerns or frustrations.
- Conducts pre-employment screenings and interviews when there are position vacancies on team.
- Maintains cleanliness and professional appearance of the front office area of the clinic.
- Adheres to organizational policy with particular attention to standards of conduct and to confidentiality as it relates to HIPAA.
- Assists site manager with supervisory responsibilities for the front desk team, as well as process improvement initiatives and changes regarding insurance, company policies, etc.
- Performs other tasks as instructed by manager.

Education, Experience, and Certification/Licensure Required:

- A high school diploma or GED required. Associate or Bachelor's degree a plus.
- Previous supervisory experience required.
- Minimum of three (3) years of experience in an administrative support role for a medical or therapy practice.
- Previous experience with EMR desired.

Knowledge, Skills, and Abilities:

- Excellent customer service skills.
- Knowledge of medical billing and insurance related to physical therapy.
- Ability to establish and maintain effective working relationships with patients, staff and physicians.
- Great telephone etiquette and ability to speak clearly.
- Excellent written and verbal communication skills.
- Great attention to detail and organizational skills.
- Team-oriented work ethic.
- Ability to work in a fast-paced office setting.

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To apply for this posting, please submit your resume and cover letter to careers@orthopedicONE.com or fax to Attn: Human Resources at (614) 386-2090. If offered a position, candidate must be able to pass a pre-employment background check.

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