



## JOB DESCRIPTION

<b>POSITION:</b> FRONT DESK ASSOCIATE
<b>EMPLOYEMENT TYPE:</b> FULL-TIME
<b>DEPARTMENT:</b> PERFORMANCE THERAPIES, P.C.
<b>CLINIC LOCATION:</b> CEDAR RAPIDS, IOWA

Performance Therapies is seeking a **Front Desk Associate** for a multi-provider physical therapy clinic, which provides services including, but not limited to: physical therapy, athletic training and sports performance training.

### **Description:**

Greets and assists all visitors in an efficient and courteous manner, answers phone calls, schedules and cancels appointments, explains services offered, informs patients about the policies and procedures related to billing and charging of services, and ensures all inpatient/outpatient paperwork is accurately processed.

### **Duties/Responsibilities:**

- May open the office and do the tasks needed to start the day for the administrative staff and therapists.
- Perform reception duties such as, but not limited to: greeting and assisting visitors; answering phone promptly in a professional and courteous manner; receiving and conveying messages to appropriate individuals in writing, electronically and verbally; assigning and monitoring patients flow into treatment rooms.
- Assist with and make sure all inpatient admissions and outpatient forms are accurately completed and entered in the computer. Locate and obtain any missing information to complete the patient data.
- Act as a liaison between patients and physical therapists, health care professionals and insurance carriers.
- Contact insurance companies to check each patient's coverage and restrictions for physical therapy services.
- Be compliant with HIPAA requirements to maintain patient and clinic confidentiality.
- Scan, file and fax documents as required.



- Collect payments from patients as required and properly record to patient accounts.
- Maintain a clean, safe, and well organized reception and work area.
- Actively promote the organization's services, as well as programs, promotions and/or discounts available.
- Maintain a positive attitude and contribute toward a quality work environment.
- May close office and do the tasks needed to prepare end of day reporting.

**Requirements:**

- A Bachelor's degree or an equivalent combination of education and experience.
- At least 2 years administrative experience (medical practice/clinic preferred).
- Excellent written and verbal communication skills.
- Strong organizational skills and the ability to manage multiple tasks.
- Proficiency in Microsoft Office computer software applications.
- Must maintain confidentiality.
- Must be detail-oriented and be productive in a fast-paced environment.
- Must be a team player.
- Must be able to work independently without constant supervision and should be able to remain at assigned post for extended periods of time.
- Maintain strict discipline in time management – must be on time for shifts and be reliable.

**NOTE:** All duties and requirements stated above are essential functions. This job description in no way implies that these are the only duties to be performed by the staff occupying this position. Staff members may be required to perform other job-related duties by their supervisor.

**For full-time employees, we offer:**

- Health/dental insurance
- Flex spending account
- Dependent care spending account
- Simple IRA with employer match
- Vacation/sick time
- Generous continuing education funds
- Free health club membership (Performance Health & Fitness in Coralville, Iowa)
- Discounts on health club products and services



Salary commensurate with experience.

To be considered for the position, send your cover letter and resume to [jobs@perfther.com](mailto:jobs@perfther.com),

or mail to:

Performance Therapies, PC.  
Attn: Human Resources  
3290 Ridgeway Drive, Suite 3  
Coralville, IA 52241

Performance Therapies, PC was voted 2018's Best Physical Therapy Provider in Johnson County by the Press Citizen. To learn more about Performance Therapies, visit <https://ptforhealth.com>.