

**MAVERICK COUNTY HOSPITAL DISTRICT  
JOB POSTING**

**JOB TITLE: FRONT OFFICE SPECIALIST**  
**DEPARTMENT: MEDICAL FINANCIAL ASSISTANT PROGRAM**  
**STATUS: NON-EXEMPT**  
**REPORTS TO: PROGRAM DIRECTOR**

*U. Miller*  
*11/12/26*

**SUMMARY:** Performs routine entry level receptionist work, including operating a telephone switchboard or console. Work involves placing, answering, and transferring calls; receiving visitors and providing general information of the Medical Financial Assistance Program and Community Partner Program. Work includes checking documents for accuracy, maintaining files and forwarding records to appropriate staff, as well as assisting clients with application process for Medical Financial Assistance Program. Scheduling appointments for Community Partner Program and Application Process for Community Health Workers. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Performs telephone switchboard duties by answering and transferring calls to appropriate department/staff and or takes messages.
2. Screens callers and visitors, answers general questions and directs customers to appropriate staff.
3. Receives visitors and notifies appropriate staff of arrival.
4. Provides forms and general information to visitors on programs as well as assist clients on application process and completion. .
5. Reviews forms for signature/completion, scans appropriate documents to case record and forwards records to appropriate staff.
6. Reviews referral process and prepares documents for pre authorization / referral process and assigns to community case workers / community navigators.
7. Collects payments and counts cash/petty cash on daily basis.
8. Assembles, organizes data and perform data entry and retrieval of records/vouchers.
9. Verifies eligibility and authorizations for new patients and for existing patients on a daily and monthly basis.
10. Assists in processing statements on a monthly basis to clients.
11. Works with collections for MFAP bad debt accounts.
12. Schedules appointments for CPP Clients.
13. Directly responsible for patient logs: DSMP Clients, MFAP Client Application logs.
14. Participates in Outreach, Health Fair events on a regular basis.
15. Makes arrangements for repairs and services as needed for the MFAP DEPARTMENT equipment.
16. Supports the Maverick County Hospital District's mission, vision, goal, objectives, and policies.
17. Maintains the confidentiality and security of all documents in accordance with MCHD's policies and procedures and standards contained in HIPAA regulations.
18. Performs other duties as assigned to fulfill needs of programs.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION & EXPERIENCE:** High school graduation or its equivalent. Experience in social services, customer service, or healthcare services. Experience in billing and collections. Education and experience may be substituted for one another.

**SKILLS & ABILITIES:** Explain policies and procedures to individuals seeking assistance; operate computers, including word processing and spreadsheet software; operate basic office equipment, including copy machine and fax machine; perform basic mathematical calculations; speak and understand both English and Spanish; communicate effectively both orally and in writing; and maintain effective working relationship with co-workers and the public.

**CERTIFICATES, LICENSES, REGISTRATIONS:** None

### **PHYSICAL DEMANDS**

The physical demands described herein 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; bend and kneel; and talk and hear. The employee must frequently lift and/or move objects weighing up to 20 pounds, such as books and stacks of records. Specific vision abilities required by this job include close vision and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is frequently loud and distracting. The employee is constantly required to perform tedious, exacting work; and to work closely with others as part of a team. The employee is frequently required to perform multiple tasks simultaneously, and to counsel and assist individuals from a variety of ethnic and socioeconomic backgrounds.