



Job Description

LliBott Consultorios Médicos (LliBott) is an innovative medical service and value-focused network of clinics providing services to first generation Hispanic communities. In addition to providing outstanding high quality medical services, LliBott is committed to partnering with community service organizations in order to promote the well being of the Hispanic population in underserved communities across the USA

Job title	Client Experience Representative (CER) @ Winston Salem, NC Clinic
Reports to	Office Manager

Job purpose

The Client Experience Representative (CER) is first and foremost responsible for safeguarding the image of the organization by being the first contact with our clients/Patients. The CER will have a variety of administrative and client relationship tasks. It is critical that the CER is able to execute all his/her tasks while conveying a positive, respectful and empathetic demeanor to peers, superiors and Clients. The CER has to live our company values.

Duties and responsibilities

- Welcome Clients/Patients to clinic
- Answer phone and direct calls appropriately
- Manage appointment and clinic walk-in lists
- Maintain the patient master in the practice management software
- Billing and Collections.
- Addressing insurance denials
- Assist with scanning of documents
- Manage prior authorizations for diagnostic procedures
- Manage patient check out process
- Manage incoming and outgoing faxes
- Process referrals
- Support community service events
- Manage social media for the clinic
- Perform other tasks as required by the practice

Qualifications

Education/training:

- High School degree

Experience:

- **One (1)** year of medical experience in a physician's office or equivalent combination of training and experience preferred

Language/Cultural Skills:

- Fluent in Spanish and English.

Job Description

- Having lived in a Latin American Country at least 5 years *Preferred*.

Skills:

- Knowledge of medical practice and care
- EMR and Practice management systems
- Computer skills
- Knowledge of common safety hazards and precautions
- Skill in identifying and resolving problems
- Ability to interpret, adapt and apply guidelines and procedures
- Ability to use good reasoning and judgment and to react calmly in emergency situations
- Ability to establish and maintain effective working relationships with patients, medical staff, coworkers and the public
- Ability to read, write and communicate effectively orally and in writing
- Knowledge of basic arithmetic

Working conditions

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients, insurance companies and other members of the public. The position may cause frequent exposure to communicable diseases, bodily fluids, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a clinical environment

Physical requirements

- Stand for extended periods of time; push, pull and reach; occasionally bend, sit, stoop and stretch
- Have full range of body motion
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, telephone, calculator and medical equipment
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus
- Occasionally lift and carry items weighing up to **twenty (20) pounds**
- Occasionally relocate to other locations
- Maintain current professional certification
- Maintain a current and valid driver's license

Note: 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 of this job.



Job Description

Contact Information

Gabriel Bottazzi
Co-Founder and CEO
gabottazzi@llibott.com
954-663-9961

Approved by:	
Date approved:	
Reviewed:	