



Front Desk Manager

Who We Are

Family Tree Clinic is a leader in sexual and reproductive health care in the Twin Cities and Minnesota. Founded by community activists and volunteers in 1971, our vision is to eliminate health disparities through innovative, personalized sexual health care and education for diverse needs. We work to achieve this vision through providing patient-centered health care services, community education and outreach; and through developing alliances across the state to promote sexual health and freedom in our communities. The staff at Family Tree is a team of committed, passionate, and smart individuals who work hard and are eager to learn and grow together as we provide services and education to our community.

Core Value Statements

Commitment to furthering social and reproductive justice: striving for and demonstrating a conscious awareness of cultural markers and lenses related (but not limited) to race, ethnicity, country of origin, religion, family narrative, gender identity, immigration status, gender presentation and expression, sexual orientation and expression, mental and physical ability, size, class, and age; sex positive; striving to center justice lenses in our daily work and long-term goals.

Mission-focused: conveying passion for our mission with an understanding that our work evolves over time, and that there are many ways we accomplish our collective goals; supporting a workplace environment that is in service to our mission.

Collaborative and accountable: being mindful of our differences and striving for self-awareness; accountable to colleagues, patients, clients and community members; acknowledging one's own mistakes and striving to learn from them; supportive of ongoing learning.

Direct and respectful: being honest, candid and straight-forward in a way that acknowledges the power of our words; assuming the best intentions when engaged in difficult conversations; conveying respect for each other and our clients; upholding workplace standards and Family Tree's mission in all of our interactions.

Position Summary

The Front Desk Manager is responsible for leading, supervising, and supporting the Clinic Assistants and Lead Clinic Assistant, as well as learning and performing all duties of that role. They will supervise and manage daily front desk operations under the direction of the Associate Clinic Director. It is expected that they will be available for patient feedback and to assist in resolving issues as they arise. The Front Desk Manager contributes to an organizational culture that is passionate, supportive, patient and client centered and accountable to one another and our community.

Primary Duties:

Collaborative responsibilities:

- Perform Clinic Assistant duties (see Clinic Assistant Responsibilities below).
- Have a strong focus in customer service & patient recovery.
- Participate in organizational training, workshops, and meetings focused on racial justice & anti-oppression.
- Troubleshoot operational system problems (i.e. printing, NextGen and computer issues).
- Work closely with the Medical Assistant Manager to ensure efficient and high quality clinic operation, under the direction of the Associate Clinic Director.
- Be available for patient complaints and questions and escalate them to the Associate Clinic Director if needed.
- Monitor scheduling trends, share updates with Clinic Leadership team weekly, proactively plan to adjust scheduling depending on patient volume, and input provider PTO into EHR.
- Collaboratively review and update Front Desk patient facing forms.
- Stay up to date on changes to scheduling requirements due to insurance and funding sources and communicate updates to Clinic Assistants.
- Participate in clinical team & leadership meetings.

Independent responsibilities:

- Coordinate the front desk schedule, arrange for vacation coverage, and serve as backup support to Clinic Assistants as needed.

Program/department coordination responsibilities:

- Develop/maintain a working knowledge of NextGen Electronic Practice Management System (EPM).
- Maintain and update providers' patient schedules, including reschedules.
- Develop and manage front desk special projects.
- Ordering and managing inventory of Family Tree's store, or delegation of these responsibilities.

Supervisory Responsibilities:

- Hire, train, supervise and support the Clinic Assistants.
- Develop / maintain training materials, systems, procedure documentation, and resources for the front desk.
- Coordinate training of new Clinic Assistants with lead Clinic Assistant.
- Create leadership development plans for Clinic Assistants and Lead Clinic Assistant.
- Schedule and hold regular team meetings, send weekly emails with updates and pertinent information, and schedule one on one check-ins with every member of the team.
- Maintain an annual review calendar, and carry out 90 days and annual reviews for all direct reports.

Additional Duties (not a complete list):

- Perform additional tasks and responsibilities as assigned .

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.

Clinic Assistant Responsibilities:

Independent responsibilities:

- Check in patients for in-person and telehealth appointments, and provide and process appropriate paperwork.
- Check out patients and accept and record payments, and sell over-the-counter supplies.
- Utilize the NextGen EHR software to schedule appointments, facilitate communication between patients and medical staff, and check patients in and out.
- Handle patient questions and inquiries in person, online, and over the phone.
- Verify insurance and/or billing options with patients, set up payment plans.

Collaborative responsibilities:

- Participate in check-ins with supervisor, staff meetings, caucus meetings, and other departmental or organizational meetings, training, and in-services.
- Assist with training as requested.
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression as able.

Qualifications

Required:

- Prior supervisory experience, preferably leading or managing a team.
- Excellent customer service and conflict de-escalation skills.
- Strong written and verbal communication skills.
- Demonstrated ability to work independently, exercise sound judgment, solve problems, and effectively prioritize and coordinate multiple responsibilities.
- Ability to remain organized, adaptable, and effective in a fast-paced environment with frequent interruptions and changing priorities.
- A positive attitude toward sexual health.
- Commitment to fostering an inclusive, equitable, and respectful workplace.
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression is required.

Preferred:

- Experience supervising front desk, patient access, or administrative staff in a healthcare setting.
- Previous experience in a front desk, patient access, or other customer-facing role.
- Strong technology skills, including the ability to quickly learn, troubleshoot, implement, and improve software systems and workflows.
- Experience with staff hiring, training, coaching, performance management, and employee development.
- Experience developing or improving policies, procedures, or operational workflows.
- Experience using electronic health records (EHRs) or practice management software.
- Knowledge of trauma-informed care principles, and ability to apply them to patient interactions, staff supervision, and daily operations.
- Language skills in ASL, Spanish, Somali, Oromo, Hmong, or another language common in the Twin Cities.
- Background or strong interest in reproductive health, sexual health, LGBTQ health or community health & wellness.

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.

**Salary & Benefits:**

Starting hourly wage is \$28 based on experience and qualifications as required in the job description. This is a benefits-eligible position consisting of 11 paid holidays, 15 paid vacation days and 15 paid sick days to start (paid time off increases after one year), 2 paid personal days; medical, dental, vision, life, and long-term disability insurances; a 401k with employer matched contributions.

Hours: Family Tree Clinic is open to patients Monday through Friday, and this position may be scheduled between 8:30am - 7:30pm. This position is 5 days per week, 35-40 hours onsite.

Supervisor: Associate Clinic Director

Typical Working Conditions:

- Conditions typical to an office environment including sitting or standing at workstation and in meetings, viewing computer screens, lifting up to 30 pounds.
- This position is expected to work on-site in a clinical & office environment.
- Hazards common to clinical and educational environments including potential exposure to communicable diseases.

How To Apply

To apply for the Front Desk Manager position please submit a resume and cover letter to Ari Kelley (they/them) akelley@familytreeclinic.org

Interviews will be scheduled as applications are received.

Family Tree Clinic is an equal opportunity employer and is committed to building and maintaining a diverse staff that is representative of the communities we serve and live in. People of color, LGBTQ-identified individuals, and people from the local community are strongly encouraged to apply.