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 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 Clinic Director. 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. The Front Desk Manager is expected to work some evenings and weekends.

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Primary Duties:

Collaborative responsibilities:

- Perform Clinic Assistant duties (see Clinic Assistant job description).
- Have a strong focus in customer service & patient recovery.
- Participate in organizational trainings, workshops, and meetings focused on racial justice & anti-oppression.
- Troubleshoot operational system problems (i.e. printing, NextGen and computer issues).
- Work closely with the Clinical Operations Specialist and Medical Assistant Manager to ensure efficient and high quality clinic operation, under the direction of the Clinic Director.
- Be available for patient complaints and questions and escalate them to the Clinic Director if needed.
- 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, and resources for the front desk and coordinate training of new Clinic Assistants.
- Schedule and hold regular team meetings and one on one check-ins with every member of the team.

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- 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

Qualifications

Required:
- Prior supervisory experience.
- Excellent customer service skills.
- Ability to work with minimal supervision and handle and coordinate multiple tasks with flexibility.
- Ability to be flexible and handle interruptions.
- A positive attitude toward sexual health.
- Ability and willingness to challenge and change systemic and personal actions and behaviors that contribute to systems of oppression is required.

To help ensure the health and safety of our patients, clients, students, and staff, Family Tree requires all employees be fully vaccinated against the COVID-19 virus. All new employees are required to be either fully vaccinated, have received their first dose, and/or have received a booster shot within 2 weeks of hire. If you have questions about the vaccine policy, please contact our HR department at dangelucci@familytreeclinic.org. Exceptions may be made for medical reasons and/or genuinely held religious beliefs.

Preferred:
- 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.

Salary & Benefits:

Starting hourly wage is $22 or higher based on experience and qualifications beyond what is required in the job description. This is a benefits-eligible position, with paid holiday, vacation and sick time, and 2% employer matched 401k.

Full time benefits including medical insurance, dental insurance, vision insurance, life insurance and long-term disability insurance are available if working 25 hours a week or more.

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**Hours:** 30 - 40 hours per week on-site. Evenings and weekends required.

**Supervisor:** 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 Marcela Sanchez (she/her) at msanchez@familytreeclinic.org.

Application materials received by July 12th will be given priority. Interviews will be scheduled afterward, as qualified applications are received.

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