



Phone Reception/Administrative Specialist

Do you enjoy talking with people? Are you comfortable on the phone and have excellent communication skills? Do you have experience working in a cloud-based phone system? If you love supporting communities, helping people access resources and ensuring access to healthcare for everyone, then this position is for you. Arlington Free Clinic seeks a **bilingual (Spanish and English) Phone Reception/Administrative Specialist** to play a crucial role as the first point of contact for our Clinic.

Arlington Free Clinic is a community-based nonprofit organization committed to advancing health equity by providing free, whole-person healthcare for our neighbors who would otherwise lack access. We offer comprehensive services onsite including primary and specialty care, behavioral health, and dental care. Our core values define the spirit with which we carry out our work and include respect, integrity, equity and inclusion, innovation, compassion, collaboration, and passion.

We're looking for someone who:

- Has experience working in a cloud-based phone system (e.g. Dialpad, Ring Central, Nextiva)
- Is bilingual (**Spanish and English**). Able to read, write, speak, and listen proficiently in both languages.
- Likes working with people. You will ensure callers receive responsive, compassionate, and accurate information while connecting them to services within the Clinic's spectrum of programs and external community resources to access healthcare and essential services.
- Is a problem solver and can remain calm under pressure. You are flexible and can ensure patients' needs are met rapidly escalating issues impacting customer service and productivity.

What you will do:

- Manage patient and community telephone calls for the Clinic and play a leading role in the transition to a new telephone system.
- Provide inbound and outbound communications services for the Clinic utilizing Dialpad cloud-based phone system, using telephone, computer-based, and text (SMS) communication methods.
- Receive live, incoming calls, emails, and/or text (SMS) messages from new/current patients and community members and respond to general inquiries regarding the Clinic.
- Listen and respond to incoming patient calls to ensure patients receive care and are promptly directed to the appropriate department or individual using the Dialpad system.
- Answer patients' questions and resolve issues and refer them to appropriate staff members when necessary.
- Refer callers and/or establishes access to available community support services and resources.

- Provide positive, supportive, empathetic, and compassionate support and interactions for all patients and callers.
- Provide administrative duties to include data entry, coordinating projects and tasks assigned, scheduling and supporting front desk reception.

Why you will love it:

- **You'll make a difference.** Arlington Free Clinic is a fantastic organization that changes the lives every day of the population we serve.
- **You will learn a lot.** In addition to manning the phone system, you will have opportunities to contribute to other areas of the Clinic by providing back up support in front desk reception, clinical administration and operations and maintain constant communication and coordination with program staff regarding patient needs, changes in operations, and attend and participate in program meetings to remain abreast of changes, workflows, and other important Clinic information.
- **Great Benefits:** We offer excellent benefits including health and dental insurance, flexible spending plan, Life Insurance, 401(k) retirement plan, ten paid holidays, paid time off, sick leave and free parking.

Requirements:

- High School diploma or equivalent. College preferred or equivalent combination of training and experience.
- Minimum of 2 years' experience in a cloud-based phone system environment using Dialpad, Ring Central, Nextiva, or similar system required preferably in a human services or healthcare field.
- Demonstrated excellent phone, customer service, listening, interpersonal and communication skills.
- Familiarity with a variety of community services and resources is a plus.
- Proven background and willingness to work in an atmosphere requiring flexibility and change.
- Demonstrate basic or higher skill level with MS Office to include Word, Excel, and Outlook
- Experience using patient electronic health records or data systems preferred.

If you are the person for this position, please email your resume and salary requirements to nadkins@arlingtonfreeclinic.org. *Arlington Free Clinic is an Equal Opportunity Employer and is committed to an equal and diverse workplace.*