



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 busy community health center. In addition to managing phone communications, you will assist with administrative duties, including front desk reception and clinical administration support as needed.

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.
- Is a problem solver who can remain calm under pressure. You are flexible and can ensure patients' needs are met rapidly, escalating issues that impact customer service and productivity.

What you will do:

- Manage patient and community telephone calls for the Clinic, playing a leading role in the transition to a new telephone system.
- Provide inbound and outbound communications services for the Clinic using the Dialpad cloud-based phone system and other communication methods, including email and text (SMS).
- **Support front desk reception and other administrative duties as needed**, including scheduling appointments, data entry, and coordinating tasks for clinical administration and operations.
- 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.
- **Assist with updating staff schedules and clinic directories to ensure accurate information** for callers and smooth clinic operations.

- Answer patient questions, resolve issues, and refer them to appropriate staff members or community resources when necessary.
- Provide positive, supportive, empathetic, and compassionate interactions for all patients and callers.
- **Work closely with clinic staff, keeping them informed of any changes in operations, schedules, or workflows** that could impact patient care.
- Attend and participate in program meetings to stay informed about operational changes and clinic workflows.
- Uphold patient confidentiality in carrying out all duties in accordance with Clinic policies and procedures.

Why you will love it:

- **You'll make a difference.** Arlington Free Clinic is a fantastic organization that changes lives every day by providing healthcare to those in need.
- **You will learn a lot.** In addition to managing the phone system, you will have opportunities to contribute to other areas of the Clinic by providing backup support at the front desk and assisting with clinical administration and operations. You will also participate in training to stay up to date with patient data systems and clinic workflows.
- **Great Benefits:** We offer excellent benefits, including health and dental insurance, a flexible spending plan, life insurance, a 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 (e.g., Dialpad, Ring Central, Nextiva), 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 ability to work in an atmosphere requiring flexibility and change.
- Basic to advanced skills in MS Office (Word, Excel, Outlook).
- Experience with electronic health records (Epic) or data systems is 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.*