

# Front Desk Chiropractic Associate

Many of our patients lived through years of pain before they came to us. And along with great professional care, they are looking for an energetic, positive individual to help guide them through their healing.

Franklin Chiropractic is waiting for you to come shine in your own way in a fast-paced environment as our Front Desk Chiropractic Associate.

## **The role:**

- Meeting and greeting patients
- Taking payments
- Answering incoming calls, emails, texts and scheduling appointments
- Assist Doctor with directing patient traffic through active therapies and into adjustment rooms
- Anticipating flow with various kinds of patient appointments and patient forms to be filled out
- Microsoft Office and basic computer skills are essential
- Scanning, faxing, mailing various documents and referral forms to various providers
- Maintaining patient records requests and uphold PHI confidentiality
- Insurance verification
- Billing and posting
- Processing PI claims and interacting with various lawyer offices
- Membership and packages transactions
- Maintaining office presentation, general cleaning duties and watering of plants
- Assist Clinic Manager (CM) with account receivables and collections
- Involvement in marketing and public relations projects under direction of CM
- Help CM with Clinic's social media, website and office flyers
- Support CM with office promotions, raffles and occasional community events
- On-going training will be provided, with opportunities to attend fully paid seminars locally and interstate

## **Preferred Requirements:**

- Has excellent telephone manner, interpersonal and communication skills
- Great computer skills. We use EHR Jane app, Telephone/fax system Ooma, Outlook, Availity, Clinic Sites, Aloha (Review Wave), Fullscripts, Care Credit and many insurances applications
- Is proactive, organized, mature, reliable and consistent in their work
- A desire to be challenged to learn new skills, grow into roles as needed and prepare to transition Franklin Chiropractic into a self-pay practice soon
- Put the secret code "A player" into the subject line of your email to us, thanks
- Is health conscious and physically fit
- Ability to work with a team of different personalities (a chiropractor who has lots of dad jokes to share with you and a CM who is organized and gets things done).

- Experience in a similar health care support role would be favorable but not essential (P.S. our previous successful hire didn't have a health industry/reception background)

**Hours & Address:**

This position is for Tues - Fri 8:30am - 12:30pm & 1:30pm – 6pm. Starting with 10 hours/week with the potential of moving into 20-30 hours/week. 90-day probationary period to see if the position is a right fit for us both.

Full Practice Hours: Tuesday – Friday 9am to 6pm every other week

Practice Address: 10030 Silverdale Way NW Suite 102 Silverdale, WA 98383

**Instructions:**

We receive a lot of applicants and don't have time to interview all, so make this stand out if you want a job that will change the entire trajectory of your life.

1. Email us a resume at [hiringsmanager@franklinchiro.com](mailto:hiringsmanager@franklinchiro.com) with a cover letter or video [video is strongly preferred].
2. In your cover letter or video, include your compensation requirements.
3. Tell us how you will be the right fit for THIS job specifically. We know what's a fit for us and we want to know if this is a fit for YOU. We will NOT be calling you to clarify whether or not you're a fit. SELL US on why we would be lucky to have you on our team.
4. Make sure your email subject line has the secret code in it. If you don't have the secret code, please do not apply.

One thing you should know about us is OUR MISSION STATEMENT:

Franklin Chiropractic is a beacon of hope for our community, inspiring its members to heal themselves, knowing that their best selves already exist, ready to be realized!

We are here to help and inspire our Patients through excellence in Chiropractic care and self-accountability for life's greatest asset, our health!

Together, we will break free from self-imposed limitations and create self-aware humans that can do anything!