



Front Desk Chiropractic Technician

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

The role:

- Greeting patients.
- You see them first and when they leave & you are Franklin Chiropractic Brand.
- Taking payments at time of service.
- Answering incoming calls, emails, texts and scheduling appointments with cluster booking.
- Update voice mail system with holidays and office closures.
- Assist Dr. Franklin with patient traffic through active therapies and into adjustment rooms.
- Anticipating flow with various kinds of patient appointments and patient forms to be filled out.
- Scanning, faxing, mailing various documents and referral forms to various providers.
- Processing patient records requests and upholding PHI confidentiality.
- Billing and posting.
- Processing PI claims, interacting with various law offices and following up on claim status.
- Membership and packages transactions.
- Maintaining office presentation, general cleaning duties and watering of plants.
- Assist with account receivables and collections.
- Involvement in marketing and public relations projects.
- Help with social media, updating Franklin Chiropractic website Newsletter and office flyers.
- Support with office promotions, raffles and occasional community events.
- Helping with a booth at our partnership at CRUNCH gym.
- Complete training that is assigned.
- Updating Monthly Metrics.
- Maintaining office inventory on excel doc.
- Thrives in a fast-paced environment.
- An A-player that brings value to the team that thrives on task switching.

Preferred Requirements:

- Understands the philosophy of Chiropractic and chooses a holistic approach to their own health.
- Has excellent telephone manners, interpersonal and communication skills.
- Microsoft Office skills.
- Detail oriented.
- Electronic Health Record skills and we use EHR Jane app.
- Experience with an Itemized Medical Invoice aka Superbill.
- 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/cash practice.
- Put the secret code “Hungry A-player” into the subject line of your email to us, thanks.
- Is health conscious and able to function in a physically demanding environment.
- Ability to work with a team of different personalities (a chiropractor that is detail oriented and a Clinic Manager who is organized most of the time and gets things done). And other staff that will be joining our team as we grow.
- Take directions from Clinic Manager and/or Chiropractor.

Hours & Address:

This position is for Tues - Fri 2:30pm – 6pm. Starting with 10 hours/week, 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. Hours are subject to change in the future as we grow. Hours can change with holidays and patient demands. No weekends.

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 them 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 hiringmanager@franklinchiro.com with a cover letter or video.
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. We do call references. Make sure your email subject line has the secret code in it. If you don't have the secret code, please do not apply.