

Medical Administrative Assistant - FT/PT/PRN
4/day Work Week Only (Monday - Thursday)

Start, progress, and succeed!

Citizens Choice Physiocare, Inc. (CCPC) offers high-quality care and treatment for various orthopedic conditions in an outpatient setting. CCPC located in Memphis, TN is looking for a Medical Administrative Assistant to join the team.

CCPC is an EEO/AA/Disability/Protected Veteran Employer. All qualified applicants will receive consideration for employment. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status or any other characteristics protected by applicable equal employment opportunity laws.

A healthcare team where staff engagement, culture, respect, diversity, and inclusion are our priority.

Qualifications:

- General medical ethics, telephone etiquette, and excellent communication and customer service skills;
- General office administrative and clerical skills to perform receptionist duties and answer telephones;
- Three (3) or more years of work experience preferred;
- A fully qualified typist with a minimum of 50 WPM is required;
- Must be proficient in Microsoft Office Tools such as Word, Excel, PowerPoint, etc
- High school diploma or General Educational Development (GED) equivalency. Completion of an Administrative Assistant program is desired;
- Ability to communicate effectively, both orally and in writing;
- At least 6 months of experience in medical office setting;
- Ability to communicate effectively on the telephone;
- Ability to demonstrate high quality customer service;

- Ability to multi-task and maintain composure;
- Ability to handle confidential and sensitive information;
- Ability to work in a fast-paced environment;
- Ability to exercise good judgment to handle calls appropriately;
- Must have a willingness to listen well and ask questions to ensure understanding

Responsibilities:

- Report directly to upper-level management.
- Provide support to management and staff, assisting in daily office needs and managing our company's general administrative activities.
- Greet patients visiting the office, be courteous and respectful, and answer any questions patients may have, help them fill out the required forms when needed.
- Maintain waiting area, patient sign-in sheet, provide patient information, and maintain patient privacy and confidentiality.
- Answer phone calls and messages, creating appointments, directing the calls as required and handling all queries.
- Inform the healthcare facilitators about impending appointments.
- Maintain a filing system for all patient documents and reports submitted.
- Operate computer software and office equipment.
- Answer emails and other electronic messages as required.
- Create invoices and bills, processing insurance forms and managing vendors and contractors.
- Manage supply inventory and placing orders as required.
- Transcribe all notes and documents related to treatments as needed.
- Adhere to local and externally relevant health and safety laws, and company policies and procedures.
- Additional duties may be assigned.

What we offer:

- Competitive pay rates
- Medical, Dental, Vision
- Paid Time Off / Paid Holidays
- Annual Bonus