



# Example of Front Office Clerk Job Description

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Our company is growing rapidly and is looking for a front office clerk. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for front office clerk

- Keeps supervisor informed of problems or issues
- Maintains patient medical records and ensures department procedures are followed
- Answers telephones, providing basic client or office information, processes client intakes, and relays calls to office staff
- Manage front desk patient flow for a multiple provider cardiology practice
- Check-in and checkout of scheduled patients
- Complete patient registrations updating demographics, collecting and updating insurance, and employer information
- Verify referring and primary care providers the patient's pharmacy
- Verify insurance eligibility prior to being seen
- Obtain required referrals from primary care offices
- Collect Co-pays/Outstanding balances

## Qualifications for front office clerk

- 1+ year of most recent Office Clerical experience in a PROFESSIONAL (Non-Retail) environment
- Attention to detail, avoiding mistakes or errors
- 1 year plus of most recent Office Clerical experience in a PROFESSIONAL (Non-Retail) environment
- One year of clerical experience to include customer service preferred
- Knowledge of modern office equipment
- Ability to exert physical effort maintaining and distributing files