



Neighborhood Health – Patient Access Center Manager  
Exempt, 40 Hours

At Neighborhood Health, we're passionate about our mission to provide a kind and caring premiere workforce. Our team-based approach to comprehensive patient care creates a challenging and rewarding work environment where you have a direct role in helping members of our community receive quality medical services they can afford. And that's something you can feel good about.

As a member of our growing team, you will feel at home in a fun and diverse community of healthcare professionals. Our goal is simple: improving access to healthcare in our community and surrounding areas. Neighborhood Health is looking to add a Patient Access Center Manager to our team. Together, we are all committed to building healthier communities by delivering comprehensive, quality health care with compassion and respect.

As a Patient Access Center Manager, you will:

- ✓ Assists the VP/COO in the day-to-day management of scheduling:
  - Coordinates work assignments and schedules of the Schedulers to ensure optimum patient flow.
  - Actively participates in patient complaint procedures to resolve operational problems.
  - Ensures compliance with NHC policies and procedures, Federal/State regulations (ex. OSHA/HIPAA), and other grant requirements.
- ✓ Assists in ensuring department is staffed with qualified, competent employees:
  - Assists in interviewing prospective employees and provides input into the recommendations for hire.
  - Coordinates training and orientation of new scheduling hires to provide adequate training and orientation to scheduling.
  - Provides input to supervisor in evaluating staff performance and disciplinary actions.
- ✓ Ensures department is functioning well as a team:
  - Communicates departmental goals and sets "expectations of performance" for each team member.
  - Identifies, analyzes, and facilitates resolution of any issues which are a barrier to the team achieving its goals.
  - Plays a vital role in the success of NHC employee communication by keeping both staff and administration informed of any changes, ideas, concerns, etc.
  - Analyzes the resources (staffing, equipment, technology, etc.) available to the department and when appropriate, recommends changes to improve efficiencies.

Requirements:

- Minimum of three years of work experience in a medical, dental, public health, or social service agency. Minimum of one year of supervisory responsibility. Prefer experience with medical practice management systems. Additional appropriate education may be substituted for one year of work experience.

Education Requirements:

- High School diploma or GED and advanced medical office training. Prefer Associates Degree in Medical Assisting or certification as a medical office specialist.

This position is full-time with benefits. We offer competitive pay, health, dental, vision, critical illness & accident insurance, 403(b) retirement plan, PTO, and paid holidays.

Interested? Please fill out an application on the Career Page and/or send a resume along with cover letter to NHC Human Resources Department by email to: [hrdept@nhci.org](mailto:hrdept@nhci.org)

Neighborhood Health is an Equal Opportunity Employer. Neighborhood Health does not exclude people or treat them differently for any aspect of the organization because of race, color, national origin, age, disability (physical or mental), or sex (including sexual orientation).

If you are a qualified individual with a disability or a disabled veteran, you may request a reasonable accommodation if you are unable or limited in your ability to access job openings or apply for a job on this site as a result of your disability. You can request reasonable accommodations by contacting Human Resources at [hrdept@nhci.org](mailto:hrdept@nhci.org)