



Clackamas Volunteers in Medicine is a non-profit organization dedicated to providing quality healthcare to low-income, uninsured residents of Clackamas County. Located in Oregon City, the Clinic is the only clinic in Clackamas County which offers medical services at no cost to patients. We provide:


**Appointment Based Primary Care:**


Volunteer primary care physicians and nurse practitioners provide comprehensive services to clinic patients, including disease prevention and health maintenance. Services include physical exams, care for patients with chronic disease such as diabetes, asthma, hypertension, and heart disease, and education for self-care.


**Referrals:** Specialized services that cannot be provided onsite are referred to our network of specialty physicians within the region,


**Wellness Education:** The clinic serves as a health education resource and provides self-care coaching and educational materials for patients.

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or  
PO Box 2592  
Oregon City, OR 97045

## FRONT DESK ASSISTANT

### CVIM JOB DESCRIPTION

**Position:** Front Desk Assistant

**Reports to:** Front Desk Supervisor

**Supervises:** No supervising required

**Position Description:** The Front Desk Assistant provides the first exposure to the Clinic for anyone who walks through the door. The Assistant provides phone and front desk coverage for all clinic operations. The Assistant keeps the business of the clinic orderly, welcoming, and confidential.

**Specific Tasks:**

- Answer Phones.
- Route calls to appropriate department or individual.
- Help prepare the front desk for clinic
- Check in patients for appointments
- Notify back office that a patient is checked in
- Schedule return appointments
- Make reminder telephone calls
- Explain basic eligibility guidelines to prospective patients
- Help staff with mailing and other odd jobs
- Maintain the files of clinic business
- Maintain the front desk and the waiting room in an orderly manner.

**Qualifications:**

The successful Front Desk Assistant will be a person who is professional, organized, efficient, and able to pay close attention to detail. This volunteer needs to be accurate, calm, compassionate, welcoming, discreet and polite.

This volunteer needs to be able to manage multiple office systems (files, computer, phones, fax, and copier) and to maintain the communication of the multiple facets of the clinic. Electronic Health Record experience is desirable.

**Schedule:**

The Front Desk Assistant is available Monday-Thursday during clinic hours as well as during some office hours. Some flexibility in scheduling is helpful. Current clinic hours are Mondays from 1-5, Tuesdays from 12:30-5, Wednesdays from 12:30-5 and Thursdays from 4:30-9pm. Office hours are Monday through Wednesday from 10 am-5 pm and Thursdays from 10 am-9 pm.