



Job Title: Physical Therapy Clinic Front Office / Receptionist

Company: Physio Shop Tucson

Location: 6011 N Oracle Road #151, Tucson, AZ 85704

Job Description:

Physio Shop Tucson is seeking a highly motivated and organized individual to join our team as a Front Office Associate. The ideal candidate will be the first point of contact for our patients and members, providing exceptional customer service and administrative support to ensure the smooth operation of our clinic.

Responsibilities:

- Promote excellent customer service to patients and members of The Physio Shop Tucson.
- Maintain a positive attitude and environment for employees, patients, and members.
- Answer phones and maintain the phone tree.
- Schedule patient and member appointments.
- Complete tasks and contribute to the success of the team as a whole.
- Create a working climate that fosters respect and fair treatment of every employee regardless of age, race, gender, ethnicity, country of origin, disability or religion.
- Handle all medical records, and patient histories, which are the exclusive property of TPST.
- Ensure all patient documentation is completed accurately and within the specified timeframe.
- Maintain strict confidentiality of all proprietary, patient, and business information per HIPAA Policies.
- Assist with other duties as assigned by the Employer.
- Greet patients warmly and create a welcoming, professional environment.
- Schedule and confirm patient appointments; manage clinic calendar efficiently.
- Assist patients with insurance and billing questions, providing clear and accurate information.
- Verify insurance benefits and obtain necessary authorizations prior to treatment.
- Collect and process patient payments, co-pays, and account balances.
- Communicate effectively with therapists, staff, and patients to ensure smooth clinic

operations.

- Uphold a positive, upbeat atmosphere to support patient comfort and satisfaction.

Qualifications:

- Ability to competently perform all tasks pertaining to the position as needed.
- Represent certifications and/or specialties in accordance with common law.
- Strong organizational and communication skills.
- Proficiency in basic computer applications and scheduling software (experience with Athelas is a plus).

Compensation:

- Hourly pay to be discussed during the interview.
- Payment will be given on the 5th and 20th of every month.

Benefits (subject to eligibility requirements):

- Eligibility for health benefits after a specified period of employment.
- Eligibility to participate in the company's 401k plan after a specified period of employment.
- Phone plan details to be provided upon eligibility.

Work Schedule and Expectations:

- Expected work schedule will be determined by clinic needs, with approximately 20 hours per week
- Clinic appropriate attire is required at all times while on duty.

Training and Compliance:

- Completion of mandatory compliance training, including HIPAA and Bloodborne Pathogens videos.
- Review of the Employee Handbook PowerPoint.
- Provision of Hepatitis B and COVID-19 Vaccinations or a signed Declaration of Declination for religious reasons.

To Apply:

Please submit your resume and cover letter to Jenn Ferguson at jenn.ferguson@physioshoptucson.com