



Front Office Receptionist

The Front Office Receptionist is the first point of contact for client and patients who are either accessing social services or health care through our medical clinic. Since this position is a critical first step in our service process, we are looking for an individual who has the ability to quickly respond and adapt to a variety of situations, work with diverse clients/patients and demonstrate professionalism in a variety of situations.

With a team of caring and committed individuals and hundreds of dedicated volunteers, RHC is working to eliminate the stigma and overcome health disparities impacting the Lesbian, Gay, Bisexual, Transgender, Queer + (LGBTQ+) community by providing healthy and compassionate care options.

RHC is the largest Orange County provider for such healthcare services and is currently expanding its capacity with plans to create a dedicated Federally Qualified Health Center (FQHC) for the LGBTQ+ community.

The Front Office Receptionist is responsible for

- Managing and evaluating incoming calls to determine level of importance, and the type of assistance and information to provide within area of responsibility, as well as direct calls appropriately.
- Responding to inquiries in a courteous manner. Resolving complaints in an efficient and timely manner.
- Checking-in and scheduling patients for their appointments.
- Expediting patient processing by having them complete appropriate forms. Review for completeness.
- Obtaining patient identification and insurance information.
- Maintaining patient accounts by obtaining, recording, and updating personal and financial information. Entering patient demographics into the database.
- Providing basic information about the agency, programs or services provided.
- Assisting and supporting staff with a variety of administrative tasks and projects such as ordering business cards, name plates, setting up phone system accounts.

High school diploma or equivalent experience. Bilingual Spanish required. Candidate must be fully vaccinated and boosted.

How to Apply

To apply for the Front Office Receptionist position, please forward a cover letter and resume using one of the following methods:

- Email your resume and cover letter to losorn@radianthealthcenters.org.
- Mail to Radiant Health Centers, Attn: Lisa Osborn, 17982 Sky Park Circle, Ste J, Irvine, CA 92614
- Fax to (949) 809-5779
- No phone calls, please

RHC is an Equal Opportunity Employer