

Lead Medical Assistant

Exton, PA

Full Job Description:

Perform clinical duties under the supervision of a physician in a high volume, patient-centered medical clinic.

Duties will include:

- Create and maintain an inspiring team environment with an open communication culture and the ability to lead by example and set clear team goals.
- Oversee day-to-day operations. Provide supervision of all clinical and or clerical office positions.
- Manage and check daily schedules for any discrepancies
- Manage all staff schedules.
- Monitor needs of their office in terms of staffing. If additional staffing is needed (i.e., new provider joining, employees leaving, maternity leave, etc.) a request should be filled out and sent for approval.
- Handle employee and patient complaints and troubleshoot to resolve any issue that arises at this leadership level. If you have a situation they cannot handle or should not handle, they will call the Compliance Manager. The Compliance Manager is expected to troubleshoot and resolve any issues while communicating with the lead through the entire process.
- Lead Medical Assistants are in charge of write-ups of employees for attendance and tardiness if applicable.
- Cross-train with the front desk, UDS, Procedure Room, and MPD so they can understand the duties of their team and also assist or cover when needed.
- Delegate staff members on their team to also cross-train on the front desk, UDS, Procedure room, and MPD so they are able to cover different positions as needed.
- Identify staff that is trained proficiently and can be utilized in the training of new employees.
- Help with the onboarding of new employees to ensure they have a good experience.
- Lead Medical Assistant will be the initial point of contact for new employees at their location. New hires should be introduced to all providers and staff along with a tour of the facility. Ensure that new hires are receiving appropriate training.
- Cross-train a backup Lead Medical Assistant that can step in when they are out of the office.
- Monitor and order inventory as needed and delegate ordering to another employee in their absence.
- Ensure regulatory compliance with HIPPA, OSHA, and other federal, state, and local regulations.

Skills:

- Exceptional customer service and critical thinking;
- Ability to maintain effective and organized systems to ensure timely patient flow; ability to multitask;
- Capable of standing, walking, lifting, and other physical tasks as needed for prolonged periods.

Minimum Requirements:

- High school graduate or equivalent; certified Medical Assistant or equivalent work experience preferred.
- Computer literacy; ability to stand, walk, lift, climb, and other physical tasks as needed.
- 2 years of Medical Assistant or Supervisor experience preferred.

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Health insurance
- Paid time off

Schedule:

- Monday to Friday

COVID-19 considerations:

- All staff, patients, and guests are required to wear masks.
- Prior to employment must show proof of being fully vaccinated for COVID-19. Full vaccination is considered 2 weeks post your 2nd COVID vaccination. Boosters are not required at this time.

Education:

- High school or equivalent (Required)

Experience:

- Medical Assisting/Medical Office: 2 years (Preferred)

