



GASTROENTEROLOGY
ASSOCIATES

Join a Thriving, Physician-Led GI Practice

Are you a Front Office Specialist looking for a rewarding opportunity in a growing, privately owned gastroenterology practice—not hospital-owned—where your professionalism and organizational skills are truly valued? Our large, well-established GI practice operates multiple clinical offices and state-of-the-art endoscopy centers throughout the Upstate and is committed to delivering the highest quality patient care. We offer a regular schedule ending at 5 pm Monday–Thursday and half days on Fridays, giving you more time each week to maintain a healthy work-life balance.

This role is ideal for a Front Office Specialist who is experienced in a medical office or healthcare setting, excels in patient communication and administrative coordination, and works well both independently and as part of a collaborative, supportive team.

We are seeking a dedicated individual who will actively support our providers and align with our Mission, Vision, and Values, ensuring every patient receives compassionate, high-quality care.

Our Comprehensive Benefits Package Includes:

- **Medical, Dental, Vision, Life, and Disability Insurance**
- **HSA and FSA options**
- **Competitive retirement plan** with 401(k) and Roth options, **3% employer match**, plus annual discretionary employer contributions
- **Generous PTO program:**
 - 3 weeks your first year
 - 4 weeks after one year
 - 5 weeks after five years
 - 6 weeks after ten years
- **8 paid holidays** (no PTO usage required)
- **\$250 annual uniform allowance**

If you are looking for a long-term career with a respected GI practice that values both excellence in patient care and employee well-being, we would love to meet you.

Job Description

Job Title: Front Office Specialist
Department: Front Office
FLSA Status: Non-Exempt
Supervisor: Front Office Manager
Updated On: March 18, 2026

Job Summary

Responsible for handling front office reception and administration duties, including greeting guests and offering assistance, answering phones, handling inquiries and maintaining patient accounts.

Essential Duties and Responsibilities

- Responsible for opening and closing offices daily.
- Welcomes and greets patients and visitors, answering and referring inquiries.
- Registers new patients and updates existing patient demographics by collecting details patient information including personal and financial information.
- Verify insurance authorizations and eligibility and obtain necessary information when applicable.
- Facilitates patient flow by notifying the provider of patients' arrival, being aware of delays, and communicating with patients and clinical staff. Will occasionally move about inside the office to communicate amongst providers and staff and access patient files.
- Ensures availability of treatment information by scanning and filing patient forms.
- Address patient alerts and communicate with billing and insurance staff as needed.
- Comforts patients by answering patients' questions and always showing compassion.
- Obtains revenue by recording and updating financial information; posting patient charges; filing claims; collecting and posting patient copays, deductibles, coinsurance and past due balances.
- Balances cash drawer and end of day batches/reports to ensure all payments and charges were posted appropriately and accurately.
- Keeps medical office supplies adequately stocked by anticipating inventory needs, placing orders, confirming invoices and monitoring office equipment.
- Protects patient confidentiality, making sure protected health information is secured by not leaving PHI in plain sight and logging off the computer before leaving it unattended.
- Prepare patient charts ahead of time by verifying insurance eligibility, confirming balances and credits, and notating any needed patient updates.
- Maintains operations by following company policies and procedures.
- Contributes to team effort by accomplishing results as needed.
- Responsible for keeping the reception area clean and organized.
- Attend front office meetings as necessary.
- Meet all standards identified in the Values, Mission and Vision Statement.
- Perform other duties as assigned.

Required Skills/Abilities

- Strong multitasking ability with flexibility in a fast-paced environment.
- Excellent telephone etiquette and customer service skills.
- Strong time management, organizational, and scheduling abilities.
- High attention to detail.
- Proficiency in word processing.
- Demonstrated professionalism with a commitment to quality.
- Reliable and dependable.

Education and/or Experience

- High school diploma or GED required.
- 1+ years of experience in medical office desired.
- Ability to handle a fast-paced environment and prioritize tasks based on importance.
- Excellent communication and problem-solving skills.
- Familiarity with Microsoft Office and Gastro medical software.

Physical Requirements

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods of sitting at a desk and working on a computer.
- Required to sit and talk or hear.
- The employee is frequently required to use hands to finger, handle or feel and reach with hands and arms.
- Must be able to lift up to 15 pounds at a time.
- Must be able to access and navigate each department, and practice and endoscopy center locations.