



Danville Area Training Center

Our mission is to provide superior training to our members and members of other agencies throughout the community, while providing opportunity for personal growth, career development and advancement for those who work in the EMS field.

Job Description

Position Title	Front Desk Officer
Job Description	A Front Desk Officer is responsible for handling a variety of administrative support tasks, including managing the medical transport system for both the Danville Area Training Center and the Danville Life Saving Crew.

Responsibilities

Performance Expectations / Requirements	<p>Community Health Support</p> <ul style="list-style-type: none"> • Answer calls requesting medical transport. • Coordinates with staff at Sovah Health-Danville, Medicaid brokers, nursing homes, and other medical offices for stretcher discharges, inter-facility transfers, and convalescent transports. • Enter data into ESO Dispatch and dispatch medical trips. • Report daily lineup to Battalion Chiefs, Career Captains and DLSC leadership. <p>Public Relations</p> <ul style="list-style-type: none"> • Receive payments and donations. • Keep front desk clean and supplied with all the necessary supplies. • Greet, communicate with and welcome guests. • Answer customers' questions and address concerns or refer to the appropriate staff member. • Answer all incoming calls, redirect calls when needed. • Receive mail and deliveries, sort, and send to appropriate destination. <p>Reports Review</p> <ul style="list-style-type: none"> • Assist Accounts Specialist with the review and verification of call reports ensuring all reports for the day are marked for billing. Investigate missing reports. • Confirm accuracy of patient information on each report and input insurance information for billing. Scan and attach appropriate paperwork <ul style="list-style-type: none"> ○ Request face sheets from hospital if one is not available or if information is different from the face sheet. • Monitor EMS/MC webpage for issues with reports. • Invoice Medicaid Brokers <p>Office Support</p> <ul style="list-style-type: none"> • Prepare and manage outgoing mail. • Assist with medical billing, and coding.
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	<ul style="list-style-type: none"> Assist the Chief Financial Officer in carrying out office duties.
Required Education & Training	<ul style="list-style-type: none"> High School diploma. Experience with medical billing and insurance with special focus on Medicaid and Medicare. Experience with EMS operations. Experience in a call center or EMS dispatch. Hands-on experience with office equipment and software. Excellent telephone skills. Certified Ambulance Coder within 6 months of employment
Preferred Education & Training	<ul style="list-style-type: none"> Experience with Dispatching Experience with an EMS operation. EMT certification Associate degree in office systems or a related field of study.
Personal Attributes	<p>Preferred qualities are empathy, quick thinking, as well as even-temperament, honesty, reliability, punctuality, dependability and ability to work well with others. Other skills also include:</p> <ul style="list-style-type: none"> Sense of ownership and pride in personal performance and its impact on the company's success. Critical thinking and problem-solving skills. Good time-management skills. Great interpersonal and communication skills. Customer-oriented mindset. Willingness to follow procedures and policies. Teamwork
Physical Requirements	<ul style="list-style-type: none"> Ability to sit for long periods. Excellent hearing and speaking ability. Capacity to lift up to 20 pounds.
Hours of Service	<ul style="list-style-type: none"> Work week consists of the 2-2-3 work schedule which is 3 days one week and 4 days next week (including weekends). Work hours are scheduled between 8 a.m. and 8 p.m. or as determined by the work requirements.
Compensation & Benefits	<ul style="list-style-type: none"> Full-time exempt position. Hourly wages ranging between \$18 and \$23 based on experience and education. Health insurance: Coverage is available to each DATC employee, with the DATC paying \$450 per month and the employee covering the remaining costs. 401K Retirement Plan is available to all employees with the employer matching up to 3 percent per pay period. Vacation and Paid Time off /Holiday/Sick/personal days are provided as defined by the Employee Handbook.
Company Vehicle	<ul style="list-style-type: none"> Access to a DATC vehicle is not provided.
Supervisor	Chief Financial Officer

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass background/criminal history check.
- Must pass motor vehicle records check.

Danville Life Saving Crew is an equal opportunity employer. All applicants will receive consideration for employment without regard to age, race, color, religion, gender, disability, or national origin. Danville Life Saving Crew reserves the right at any time to delete or modify any job listings, including any modification of the benefits or compensation listed for such positions. The job listings do not constitute an offer of employment or contract of any kind but are intended solely as information concerning possible job positions with the Danville Life Saving Crew as of the date such job listings were published. Danville Life Saving Crew does not guarantee that any of the jobs listed will be available at the time of any inquiry by a potential applicant, and the Danville Life Saving Crew reserves the right not to fill or employ any person in any of the job positions listed. All applicants for any job positions are subject to any and all established preplacement procedures. Danville Life Saving Crew, in its sole discretion, shall determine any persons to whom offers may be made.



The Danville Life Saving Crew is a 501(c)3 organization with a team of over 140 professionals serving the Danville, Virginia, region. Our mission is to be the leader in providing pre-hospital care to the sick and injured.



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Revised March 2023