



## Medical Admin / Front Desk Receptionist

**Location:** Remote to start → In-clinic (Lansing area) by August/September 2026

**Schedule:** ~5–10 hours per week part-time initially, transitioning to a four-day work week (Monday through Thursday, approximately 34–38 hours per week). Friday hours may be added as the practice grows. This role can be filled by one hire or by two part-time hires in a coordinated job share — qualified mom-friendly arrangements are welcome.

**Compensation:** Commensurate with experience and training, with structured progression as milestones are met

**Start Date:** June 2026 (flexible for the right candidate)

### About the Practice

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Our practice is a small, faith-based Catholic medical clinic in the Lansing area. The practice provides care rooted in respect for the whole person, including restorative reproductive medicine, osteopathic medicine, and breastfeeding medicine. As the practice grows, we are hiring a Medical Admin / Front Desk Receptionist who will become a central part of our front office operations and patient experience.

### The Right Candidate

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This position is well suited to a candidate whose temperament and natural strengths already align with what the role requires. Prior healthcare experience is helpful but not required. The qualities we are looking for are largely innate; the skills can be taught.

**Organization and consistency:** Tasks need to be completed thoroughly and on time. We are looking for someone with reliable follow-through.

**Composure under pressure:** At times this role will involve multiple competing demands — incoming calls, fax triage, patient check-in, and administrative work all happening in parallel. The right candidate can move through these with composure.

**Initiative:** This role calls for someone who identifies opportunities to improve workflows and contributes to streamlining systems out of genuine care for the mission and the quality of the work.

**Warmth and a personable manner:** Patients should feel cared for from the first phone call and the first interaction at the front desk. The quality of patient relationships is an important measure of success in this role.

**Boundaries and policy enforcement:** This role will occasionally require enforcing the clinic's policies with patients. The right candidate can do this kindly and confidently.

**Mission alignment:** This is a faithfully Catholic practice, and the right candidate is at home with its values — whether through personal Catholic faith or through shared convictions about human dignity and life-affirming care.

Formal credentials are not required. The practice is open to candidates without college degrees or prior medical experience, provided the qualities above are clearly evident.

## Responsibilities

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- **New patient scheduling** from referrals — timely outreach, scheduling, and appointment confirmation
- **Referral follow-up** with referring offices and patients
- **Fax inbox management** — daily triage, filing, and action
- **Insurance authorization verification** — confirming Blue Care Network global authorizations are on file before first visits
- **Patient intake preparation** — confirming completed forms, signed credit-card-on-file policy, and active card on file
- **Weekly fax of new patient notes** to referring providers
- **Front desk and patient flow** (once in-clinic) — greeting patients, managing check-in and check-out, rooming patients, and overseeing the waiting area
- **Miscellaneous research and administrative follow-up** as required by the practice

## Compensation

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Compensation is commensurate with experience and training. A structured progression is built into the role: a training period at one rate, with advancement to a higher rate upon demonstrated independence, and a salary and benefits conversation upon transition to the four-day workweek. Specific terms will be discussed with qualified candidates.

## To Apply

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Please send an email to [info@bloomandbalanceclinic.com](mailto:info@bloomandbalanceclinic.com) including the following:

1. A short note about your interest in the role and what draws you to this position
2. Your resume or CV
3. Your availability over the next six months

*Applying as a job-share pair: please note this clearly in your email and indicate how you would propose to divide the hours and coordinate the work.*

All applications will be read and considered.