

Policy Number: HR-5.5.14 Policy Name: Job Description: Front Desk Receptionist /Scheduler	Effective Date:	08/21/2014
	Approval Date:	08/21/2014
	Last Revised Date:	
	Date Reviewed:	06/08/2017
Policy: Job descriptions must be clearly defined for each administrative and clinical position held at the Ocracoke Health Center.		
Purpose: To clearly define job descriptions for staff positions.		
Approved By: Board of Directors		

Job Title: Front Desk Reception / Scheduler

Department: Administration

Immediate Supervisor Title: Chief Operations Officer

Job Supervisory Responsibilities: None

General Summary: A non-exempt, clerical position responsible for receiving incoming telephone calls in a prompt, courteous, and professional manner and greeting/assisting visitors in the same manner. This position handles daily money operations and assists with other duties as assigned and appropriate.

Essential Job Responsibilities:

1. Office competency with office machines (fax, copy, scan), computers and related office software
2. Making correct change and keeping petty cash
3. Handling medical records and confidential patient information according to HIPPA laws
4. Schedule appointments
5. Posting daily payments
6. Closing credit card batch daily
7. Opening and Closing Daily duties: keeping schedule, printing charge slips, opening/closing front door, signage for holidays, etc.
8. Updating patient demographic and insurance information
9. Basic phone operations: transferring calls, taking messages, timely response to voicemails
10. Medical Office software competency
11. Emphasizing cost containment and high-quality patient care.
12. Participates in Patient Centered Medical Home Team collaboration.
13. Participates in Quality Improvement efforts and activities.

Education: High school diploma or equivalent.

Experience: One year of experience in customer service or reception, preferably in a health care environment.

Other Requirements: Bilingual English/Spanish speaking preferred.

Performance Requirements:

Knowledge:

1. Knowledge of medical terminology and organization services.
2. Knowledge of individual responsibilities to accurately direct callers.

Skills:

1. Ability to use multi-line phone system, including transferring calls and paging.
2. Adequate hearing to answer phone and speak with patients.
3. Ability to speak clearly and loudly enough to be heard by callers and patients.

Abilities:

1. Elicits appropriate information to route calls to the appropriate person.
2. Prevents, calms, or defuses irate callers and patients by working with them to identify concerns and properly directs calls.

Equipment Operated: Standard office equipment including computers, fax machines, scanners, copiers, printers, telephones, etc.

Work Environment: Position is in a well-lighted office environment. Occasional evening and weekend work.

Mental/Physical Requirements: Involves sitting approximately 90 percent of the day, walking or standing the remainder.