

**Job Title:** Receptionist

**Department:** Administration/Medical

**Reports To:** CEO

**FLSA Status:**

**Summary:** Ensures that all aspects of the front office are in compliance with the standards set forth by the organization pertaining to quality care and service.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Responsible for scheduling patients /clients for all appointments within the medical center. This involves looking over any appointments scheduled by other members of the office team and checking for any potential timing conflicts.

Checks voice mail.

Pull charts for the day.

Answer phones adhering to the guidelines in place.

Greets patients and visitors in a timely manner.

Ensures all of the applicable paperwork is completed by the patient/client prior to being seen.

Coordinates volunteer schedules/orientation and maintains a monthly calendar.

Keeps reception area and waiting room neat and tidy, including vacuuming, cleaning windows/doors, keeping water in refrigerator and magazine current and neat.

Screens all calls for the CEO, Nurse Manager and Nurses.

Checks in patients/Clients for appointments and those visiting. Greet those coming in for appointments with staff/patient advocates and notify them.

Assist the CEO, when appropriate, in training new receptionists.

Take donations and provide donation receipts as needed.

Make reminder calls for upcoming patient appointments.

Have clipboards ready for new patients.

Other duties may be assigned as needed.

**Supervisory Responsibilities:**

None at this time.

**Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical:**

Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Design:**

Generates creative solutions; Demonstrates attention to detail.

**Problem Solving:**

Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management:**

Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Technical Skills:**

Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service:**

Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills:**

Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication:**

Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication:**

Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork:**

Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Visionary Leadership:**

Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

**Change Management:**

Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change.

**Delegation:**

Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

**Leadership:**

Exhibits confidence in self and others; Inspires and motivates others to perform well; Accepts feedback from others; Gives appropriate recognition to others.

**Managing People:**

Makes self-available to staff; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; continually works to improve supervisory skills.

**Quality Management:**

Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Business Acumen:**

Understands business implications of decisions.

**Cost Consciousness:**

Works within approved budget; Develops and implements cost saving measures; Conserves organizational resources.

**Diversity:**

Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

**Ethics:**

Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Organizational Support:**

Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

**Strategic Thinking:**

Understands organization's strengths & weaknesses.

**Judgment:**

Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Motivation:**

Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.

**Planning/Organizing:**

Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives; Organizes or schedules other people and their tasks.

**Professionalism:**

Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality:**

Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Quantity:**

Completes work in timely manner; Works quickly.

**Safety and Security:**

Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Adaptability:**

Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality:**

Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability:**

Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

**Initiative:**

Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

**Innovation:**

Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In agreement with the Statement of Principle, Mission Statement, Articles of Incorporation, Bylaws and policies and procedures.

**Education and/or Experience:**

A.A. (Associate Degree) or combination of education and experience.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of patients or employees of organization.

**Mathematical Skills:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra.

**Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of Database software; Human Resource systems; Internet software; Spreadsheet software and Word Processing software. Will also possess working knowledge of practice management software and other software used by Practice.

**Certificates, Licenses, Registrations:**

Current Driver's License  
Current CPR/BLS Certification  
HIPAA/California Privacy and Security Training Certificate

**Other Skills and Abilities:**

Excellent Customer Service Abilities  
Interpersonal Communication Skills  
Able to Multi-Task

**Physical Demands:**

The physical demands 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.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms and taste or smell. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

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Front Office Receptionist

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

\_\_\_\_\_  
CEO

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

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Annual Review on: \_\_\_\_/\_\_\_\_/\_\_\_\_

Revised     Yes     No

If yes, employee/volunteer reviewed: \_\_\_\_\_

Signature Front Office Receptionist

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date