

Cordova Community Medical Center

Job Description Clinic Receptionist

Job Title:	Clinic Receptionist	Status:	Full-Time
Supervisor	Clinic Office Manager	Pay Grade:	DOE
Department/Division:	Administration	Classification:	Non-Exempt

POSITION SUMMARY

Under the direction of the Clinic Office Manager this position performs all office procedures, assists the Clinic Office Manager as needed, and completes other tasks as assigned. The Receptionist has no supervising responsibility.

ESSENTIAL QUALITIES AND RESPONSIBILITIES

- Must be organized and able to manage a busy office environment including prioritizing tasks to best meet the needs of patients and staff.
- Must be able to answer busy phone lines, redirect calls as needed, and take clear, detailed messages.
- Must be able to make patient appointments based on Clinic policy and patient needs, and manage the schedule for the nurses and providers.
- Must be Customer Service focused, answer calls and questions as needed, and provide a positive first impression of the clinic and hospital.
- Maintains patient records, helps with referrals, and organizes Medicaid travel.
- Maintains confidentiality in all aspects of patient, staff and agency information.
- Interacts with patients, visitors, department heads, and staff.
- Performs general clerical duties to include, but not limited to, copying, faxing, and emailing.
- Represents the facility and participates in meetings as required.
- Assures that an adequate supply of administrative supplies and equipment are on hand to meet the day-to-day operational needs of the department.
- Is expected to respond to the hospital, if requested, to assist in the event of an emergency or if the hospital activates its emergency management plan.
- Performs other duties as assigned.

The above is not intended to be an all-inclusive list of essential functions for the job described, but rather a general description of some of the responsibilities necessary to carry out the duties of this position.

QUALIFICATIONS

EDUCATION: Minimum: High School Diploma. Bachelors Degree preferred.

EXPERIENCE: Minimum one (1) year office/billing assistant experience. Microsoft Suite experience preferred. Knowledge of principles and practices of basic office management and organization. Ability to work well alone and as part of a team.

REQUIREMENTS: Computer literate, ability to type, operate multi-line phones, and have excellent communication skills. Must be able to work and be tactful and polite with personnel, residents, family members, visitors, government agencies, and the general public. Must be able to maintain confidentiality of hospital and employee information.

