

**Job Description**

**Job Title:** Receptionist

**Job Code:** 086

**Classification:** Non-Exempt

**Reports to:** Office Staff Supervisor

**Creation Date:** 04/27/18

**Job Description Summary:**

Under direction of the Office Staff Supervisor the Receptionist is responsible for providing exemplary customer service to all incoming patients and visitors, handling all incoming telephone calls and collecting information from patients.

**Essential Duties and Responsibilities:**

* Provide exemplary customer service to all patients, visitors and vendors
* Greet arriving patients
* Answer phones, screen calls and take messages
* Handle incoming and outgoing mail
* Prepare electronic and written correspondence
* Support office security by monitoring incoming and outgoing visitors
* Schedule appointments in line with practice protocol
* Take and document medical insurance information
* Collect medical insurance co-payments and balance cash drawer at the end of the business day
* Process medical insurance submissions
* Maintain patient records
* Maintain strict confidentiality

**Job Qualification Requirements:**

**Education:** High School Diploma/GED required; Associate’s degree preferred.

**Licensure/Certification:** Valid driver’s license required.

**Experience:** Two to three years previous receptionist or customer service experience required. Knowledge in the use of standard office machines and computer software. Knowledge of Microsoft Office and scheduling software preferred. Excellent interpersonal skills required. Previous experience in a medical office is preferred.

**Physical Requirements:** Frequent sitting and occasional periods of standing/walking. Occasionally lift up to 20 lbs.

I have received my job description and understand that I will be evaluated on the requirements as described therein.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_