



Good Samaritan Health Center of Cobb
Job Description
Bilingual Spanish Dispensary Administrator

Effective Date: 02/17/2016
Review Date:

Reports To: Front Office Manager

SUMMARY OF DUTIES: Responsible for greeting patients, and guests, providing information, communicating with departments and assisting the Dispensary Technician and the Prescription Assistance Program Coordinator with medication pick-ups. Must be able to maintain an organized, efficient and professional environment that allows patients to pick up their medication in a orderly manner minimizing conflicts. In addition, must maintain a professional composure and cultural sensitivity at all times.

SUPERVISION RECEIVED: Reports to the Front Office Manager

PRINCIPLE RESPONSIBILITIES:

- Can fulfill the clinic's mission to spread the love of Christ through quality healthcare to those in need while performing their job functions.
- Greets patients in a polite, prompt, helpful manner. Provides any necessary instructions / directions. Informs appropriate department / person of patient's arrival.
- Efficiently and accurately dispensing medications at the pick up window
- Responsible for accurately collecting payments and entering them patients' ledgers.
- Answers questions regarding medication refills.
- Completes necessary paperwork such as encounter forms, demographic and financial intake forms. Uses computer system to generate information necessary for billing and uses billing software appropriately.
- Updates patient information, collects copays, provides any necessary forms needing completion, and obtains signatures as necessary.
- Answers phones in pleasant manner and deals with customer needs expeditiously, screening calls, taking messages, and providing information as appropriate.
- Handles charts as necessary for the day's use and files records efficiently.
- Build and maintain relationship with volunteers, vendors, and guests of the clinic.
- Other duties as assigned.

The job holder must demonstrate current competencies applicable to job position.

EDUCATION: High school diploma or GED.

EXPERIENCE: Minimum of one year experience in customer service setting, preferably six months receptionist, experience in health care setting and experience with computer software such as Microsoft Word and Excel. Bilingual Spanish preferred.

KNOWLEDGE:

- Knowledge of reception tasks, clinic policies / procedures, paperwork.
- Knowledge of how to use office equipment including phone, computer.
- Knowledge of customer service concepts and techniques.
- Knowledge of medical terminology and coding.

ABILITIES:

- 50 WPM typing skills preferred
- Skill in using office equipment and handling paperwork / filing adequately.
- Skill in customer service principles by creating a pleasant waiting room atmosphere.
- Computer literate.
- Ability to communicate clearly in person and on the phone and establish / maintain cooperative relationships with patients, families, physicians, staff and other customers.
- Ability to multitask, organize and prioritize tasks effectively.
- Ability to read, understand and follow oral and written instructions. Can file correctly by alphabetic, numeric, or computer systems.
- Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center's mission to share the love of Christ through quality healthcare to those in need

ENVIRONMENTAL / WORKING CONDITIONS: Office setting, well-ventilated and well lighted. OSHA Category 3 – Involves no regular exposure to blood, body fluids, or tissues, and tasks that involve exposure to blood, body fluids, or tissues are not a condition of employment.

PHYSICAL / MENTAL DEMANDS:

- Requires eye-hand coordination, finger dexterity. Vision must be corrected to 20 / 20 and hearing must be in normal range. Must be able to view computer screens for long periods. Occasional stress related to workload and customers with problems.
- Hearing / Speaking: Effective communication with patients, staff and visitors. Spanish language skills a plus.
- Standing: 15% of the workday
- Sitting: 40% of the workday
- Walking: 35% of the workday
- Lifting: 10% of the workday up to 30 lbs.

This description is intended to provide only basic guidelines for meeting job requirements.

Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

Acknowledgment

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

Print Name

Employee Signature

Date