Good Samaritan Health Center of Cobb
Job Description
Front Office Receptionist

Effective Date: **Reports To:** Front Office Supervisor
Review Date:

SUMMARY OF DUTIES: Responsible for greeting patients, and guests, providing information, communicating with departments and scheduling appointments in an efficient manner. Must be able to maintain front office efficiency by minimizing conflicts and maintaining professional composure while communicating with an ethnically diverse patient population.

SUPERVISION RECEIVED: Reports to the Front Office Supervisor.

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.
- 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.
- Maintains clean, orderly waiting area including beverage area and reading materials.
- Answers phones in pleasant manner and deals with customer needs expeditiously, screening calls, taking messages, and providing information as appropriate.
- Fulfills patient care responsibilities as assigned which may include:
    - Accompanying providers in exam room, assisting with patient history, relaying instructions and pertinent information.
- Assists with photocopying, computer input / typing, and scheduling of laboratory or radiology work as directed.
- Handles charts as necessary for the day's use and files records efficiently.
- Maintains and updates current information on provider's schedules, ensuring that patients are scheduled properly. Initiates patient reminder calls 1-2 days prior to scheduled appointments.
- Copies schedules to provide to service areas on a daily basis.
- Keeps office forms and supplies stocked.
- 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 office equipment.

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 organize and prioritize tasks effectively.
- Ability to read, understand and follow oral and written instructions. Can file correctly by alphabetic, numeric, or computer systems.
- Bilingual Spanish and English- Required
- 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

HOURLY PAY: $15.50

ENVIROMENTAL / 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.