



FRONT DESK RECEPTIONIST

JOB SUMMARY:

Under the supervision of the Brooklyn Clinic Medical Record Clerk/Front Desk Supervisor, the Receptionist is responsible for the facility's front desk operations including: Greeting and registering patients and other visitors; answering the telephone; scheduling appointments; collecting and securing payments for services; and entering information into computer records.

ESSENTIAL TASKS:

1. Courteously greets persons entering clinic, determines nature and purpose of visit, and directs visitor to specific destination, or answers questions and provides information;
2. Answers telephone to schedule future appointments, provide information, or forward call;
3. Schedules patient visits;
4. Photocopy, scan and fax information and documents as needed or requested;
5. Obtains and assembles information as directed.
6. Ensures electronic patient electronic files contain current identifying and billing information;
7. Receives Center mail and deliveries;
8. Inputs intake information into computer using appropriate software program;
9. Verifies benefit eligibility;
10. Collects and securely stores payments for Center services;
11. Transmits information or documents to designate receiver using computer, mail, or facsimile.
12. Records, compiles, enters, and retrieves information from the Center's electronic information system;
13. Collects and distributes messages for clinic employees.
14. Performs record photocopying, printing, or scanning to and from the electronic information system;
15. Sends and receives information via facsimile;
16. Maintains appropriate interpersonal relationships with employees and patients;
17. Responds to patient and staff inquires and complaints;
18. Conducts work in compliance with office guidelines and policies;
19. Immediately reports any discovered or suspected fraud, waste, or abuse of Health Center funds to a supervisor;
20. Immediately reports any discovered or suspected violations of HCC's protected health information privacy or security policies and procedures to a supervisor; and
21. Performs other job-related duties as assigned.



MINIMUM QUALIFICATIONS AND EXPERIENCE REQUIREMENTS

1. High school diploma or GED;
2. Minimum two years administrative or supervisory experience in an office setting.;
3. Demonstrated written and oral communication skills;
4. Familiarity with Microsoft Office software (Word, Access, Excel, PowerPoint).

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of general office machines and telephone system;
2. Proficiency with Microsoft Office software;
3. Sensitivity to the needs of persons with disabilities;
4. Ability to be discrete when dealing with confidential information;
5. Ability to establish effective working relationships with a variety of people at all levels of the organization;
6. Ability to work with diverse individuals;
7. Ability to interact with patients, staff, and other stakeholders in a respectful, professional, cooperative, and tactful manner;
8. Ability to make reasonable and sound evaluative judgments;
9. Ability to supervise others;
10. Demonstrate sound problem-solving and decision-making ability; and
11. Skill in planning and organizing work, managing time and meeting commitments related to managing a medical setting administrative office.

This position description is a guide to the critical duties and essential functions of the job, not an all-inclusive list of responsibilities, qualifications, physical demands, and work environment conditions. Position descriptions are reviewed and revised to meet the changing needs of the agency at the sole discretion of executive management.