



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

Medical Receptionist

REPORTS TO: Practice Manager

SUMMARY

Under minimal supervision, the Medical Receptionist serves to exceed our patient and visitor expectations for outstanding service by creating a warm and caring environment and maintaining efficient procedures through the check-in process.

ESSENTIAL FUNCTIONS

- Check-in patients which includes screening for symptoms, taking their temperature, scan & assign patient documentation & verify appointment time.
- Greet & schedule walk-in patient appointments.
- Greet & screen volunteers, clock their hours and make sure appropriate forms have been completed.
- Greet & screen donors, guests and applicants and notify appropriate personnel when their visitor has arrived.
- Monitor and manage appointments accordingly.
- Provide excellent customer service
- Monitor the activity of the lobby
- Evaluate appointments for excessive wait time and communicating to proper staff when such events occur.
- Preparing urinalysis cups for testing
- Printing and restocking forms
- Communicating with patients regarding upcoming appointments via phone, email and/or text messages.
- Maintain and organize the front desk and lobby.
- Clerical duties or clinic tasks as needed.
- Cross trained in other roles to fill in as necessary.

EDUCATION AND EXPERIENCE

- High School diploma
- 1+ years of working in an office required. Medical Office preferred.
- Minimum of 2 years' professional customer service experience.
- Ministry experience beneficial.

SKILLS & QUALIFICATIONS

- An active, growing personal relationship with Jesus Christ as Savior and Lord.
- Compassion for and commitment to providing abortion alternatives to women facing unplanned pregnancies and their unborn babies.
- Communication skills to converse clearly over the telephone and in person

- Excellent customer service skills and awareness is expected for this role.
- Personal, professional and public integrity.
- Technological skills, such as using word processing and spreadsheet programs to track data.
- Bilingual in Spanish preferred.
- Good punctuation, spelling, grammar and attention to detail are a must.
- Strong interpersonal skills to interact positively with patients who may be upset or stressed.
- Ability to prioritize multiple tasks and complete each task with accuracy.
- Excellent time management and organizational skills.
- Ability to treat sensitive or confidential information with appropriate discretion.
- Ability to take initiative and assist with tasks that may be outside the normal job description, if needed.
- Must work as a team player.
- Ability to solve practical problems in a timely and professional manner.
- Ability to perform work that is varied and may be somewhat difficult in character.
- Community involvement a plus.
- All employees are expected to participate in fundraising and volunteer recruitment activities.
- Must be willing to complete a background check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must lift and/or move weights not exceeding 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

FULL TIME / NON-EXEMPT

POSITION: Medical Receptionist

DEPARTMENT: Program Department

REPORTS TO: Practice Manager

STATUS: Full Time/ Non-Exempt

COMPENSATION: Compensation commensurate with experience.

SCHEDULE: Monday through Friday/Saturday

HOURS: 9:00AM to 6:00PM / 8:00AM-5:00P