

Receptionist

Company: Ptarmigan Pediatrics, LLC

Reports to: Reception Supervisor (Amber Nelson)

Supervises: No one

Overtime Status: Exempt Non-exempt

Job Summary: This position is responsible for the day-to-day administrative and general office duties including word processing, filing, faxing, and data entry. Receives incoming telephone calls in a prompt, courteous, and professional manner and greets/assists visitors in the same manner.

Primary Job Responsibilities: Welcomes patients/visitors, determines the purpose of visit and directs them to appropriate person or department(s).

1. Promptly and professionally answers telephone calls. Routes calls appropriately, offering voice mail or redirection of calls as needed.
2. Checking in/out of patients, collecting co-pays/deductibles owed. Scheduling of appointments.
3. Facilitates patient flow and communicates delays with patients and clinical staff.
4. Follows all Clinic policies on safety and security; maintains restricted areas safe by safeguarding keyless entry codes and computer system passwords in strict confidentiality.
5. Appropriately and courteously screens solicitors for relevance to organization needs.
6. Explains financial requirements to the patients or responsible parties and collects copays as required.
7. Responsible for keeping the reception and patient waiting areas, and office files clean and organized.
8. Monitors medical office supplies and inventory needs, places orders and oversees office equipment.
9. Performs other duties as assigned.

Education: High school diploma or equivalent.

Experience: One year of experience in customer service or reception beneficial, preferably in a medical office setting.

Education/Certification/Licensing Requirements:

- A course in Medical Terminology would be beneficial

Additional Requirements:

- Willingness to work Monday – Friday; 8 hour shift between 7:30am and 6pm.
- Willingness to attend continuing education courses at the request of the employer.

Performance Requirements:

Knowledge:

1. Knowledge of medical terminology and organization services.
2. Knowledge of staff responsibilities to accurately direct callers.
3. Knowledge of administrative processes, procedures, claims processing, and preparing patient charts.
4. Knowledge of basic math and modern office procedures.

Skills:

1. Ability to use multi-line phone system, including transferring calls.
2. Ability to exercise a high degree of diplomacy and tact while multi-tasking, organizing and scheduling patients.
3. Ability to use spreadsheets and word processing software.
4. Ability to type a minimum of 45 WPM and operate a 10 key calculator by touch.
5. Adequate hearing to answer phone and speak with patients.
6. Ability to speak clearly and loudly enough to be heard by callers and patients.

Abilities:

1. Ability to work well under pressure with minimal supervision.
2. Ability to elicit appropriate information to route calls to the appropriate person.
3. Ability to prevent, calm, and/or defuse irate callers and patients working with them to identify concerns and properly direct calls.
4. Ability to competently use Microsoft Office, including Word, PowerPoint, Excel, and appropriate practice management software.

Equipment Operated: Standard office equipment including computers, fax machines, copiers, printers, telephones, etc.

Work Environment: Well-lighted medical office or reception area. Exposure to communicable diseases and other conditions related to clinic setting. Work may be stressful due to a busy office.

Mental/Physical Requirements: Must possess the physical and mental abilities to perform the tasks normally associated with a Receptionist involving sitting approximately 90% of the day with occasional standing, walking, reaching and lifting. Periodic stress occurs from handling many calls and dealing with patient requests.

Salary Range: DOE

Application Procedures: Interested parties please fax a cover letter and resume to 907-357-4533 Attn: Amber

Date Posted: 10/15/19

Job Posting Closing Date: 12/01/19