



**Job Title:** Reception Care Team  
**Department:** Reception  
**Supervisor:** Reception Supervisor  
**FLSA Status:** Non-Exempt  
**Approved Date:** 1-1-18

**Position Summary**

Provides excellent customer service as the clinic's first point of contact for patients and customers by answering multi-line telephones, scheduling appointments, checking patients in/out, and registering new patients. Will also verify insurance information, accept payments, and perform clerical assignments.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Greets and screens all visitors and/or solicitors entering reception area.
2. Opens and closes reception department according to protocols.
3. Schedules patient appointments according to scheduling guidelines and protocols. Reschedules appointments as necessary.
4. Answers telephone in cheerful manner, screens incoming calls, takes appropriate messages, transfers calls when appropriate and follows through that the call was received.
5. Checks in and out patients providing follow-up as necessary.
6. Registers new patients.
7. Collects payments and processes as required.
8. Reconciles cashbox.
9. Runs reports and follows up as necessary.
10. Types, files and mails correspondence to patients.
11. Assists nursing and referral coordinators.
12. Verifies patient insurances prior to appointments.
13. Checks the reception care team inbox and completes tasks.
14. Collects Uniform Data Systems (UDS) information from patients.
15. Verifies demographics and insurance information to ensure accuracy and completeness, as well as correct PCP entered into the patient's medical record.
16. Monitors patient wait times and patient flow in lobby communicating with patients as needed.
17. Keeps waiting area neat and clean.

## **Competencies**

To perform the job successfully, the following competencies should be demonstrated.

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**CHCW Culture** - Treats people with respect; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

High School Diploma or general education degree (GED) and some medical experience is preferred. For Dental positions, six months of experience in a medical or dental setting is required.

**Certificates, Licenses, Registrations**

None required at this time.

**Bilingual**

Bilingual in Spanish/English is preferred

**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 talk or hear. The employee is frequently required to sit; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision and ability to adjust focus.

**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.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date