

**VALLEY COMMUNITY HEALTHCARE
JOB DESCRIPTION**

Position: Front Office Receptionist
Reports to: Front Office Supervisor
Hours: F/T Mon – Fri 40 hours
(Some evenings & weekends may be required)
FLSA Status: Non-exempt

Responsibilities:

Responsible for maintaining the front desk in an organized manner, greeting, registering, and checking in clients, scheduling appointments, and providing information services.

General Duties:

- ✓ Answer, direct calls, take messages, and forward to appropriate personnel
- ✓ Make referrals & appointments, check-in clients, and distribute appropriate paperwork
- ✓ Schedule clinic appointments using computer technology
- ✓ Verify insurance, eligibility, distribute faxes, and no-show charts
- ✓ Perform a variety of clerical duties involved in greeting and directing patients, processing forms, and providing information to assist patients in obtaining clinic services.
- ✓ Provide information to patients on such matters as services, charges, and routine treatment procedures.
- ✓ Forward UPS/Federal express package information to the appropriate
- ✓ Perform other duties as assigned

Minimum Qualifications:

Ability to work well with a variety of people. Ability to multitask effectively in a busy office setting. Must have good telephone and interpersonal skills. Bilingual English/Spanish and experience working in a medical facility beneficial.

Education and Experience:

- A high school diploma, G.E.D. or equivalent. Includes special certification required for specific jobs.
- Practical knowledge of computer operations is a must.
- Excellent verbal and written communication skills with ability to read, write, speak and understand English and Spanish clearly.
- **Customer Service:** Treats customers, patients, co-workers, and others with respect and trust. Is able to work effectively by sharing ideas in a constructive and positive manner; listening to and objectively considering ideas and suggestions from others; keeping commitments; keeping others informed of work progress, timetables and issues; addressing problems and issues constructively

to find mutually acceptable and practical solutions; addressing others by name, title, or other respectful identifiers, and respecting the diversity of our workforce in actions, words, and deeds.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**