



JOB TITLE: Receptionist

SUPERVISION RECEIVED: Reports Executive Assistant to the CEO

FLSA STATUS: Non-Exempt

SUPERVISION EXERCISED: None

POSITION SUMMARY: The Receptionist is the first point of contact for all employees, physicians and guests; therefore, it is the primary duty of this position to present a friendly, compassionate and welcoming environment for all. In addition, this position is responsible for answering the main phone line and transferring calls to appropriate departments and or responding to routine questions.

ESSENTIAL FUNCTIONS:

1. Greets and directs all office visitors, while managing customer needs courteously and expeditiously.
2. Effectively manages multi-line phone system in an efficient and courteous manner, directs callers as needed.
3. Maintains office security by maintaining logbook, issuing visitor badges and escorting visitors throughout the office.
4. Monitors the general voicemail box and responds to voicemail messages and/or forwards to appropriate department(s) promptly.
5. Informs appropriate department/contact(s) regarding arrivals or deliveries.
6. Manages tickets for facility maintenance and keeps employees updated on status.
7. Coordinates outbound package shipments and returns and prepares FedEx or USPS mailings.
8. Maintains the daily organization of conference rooms and kitchens (including wiping down as needed).
9. Ensures main voice greeting is updated accordingly to reflect office closures.
10. Provides backup clerical support to all departments as needed.
11. All other duties as required.

EDUCATION/ EXPERIENCE:

- High school diploma or GED required.
- One (1) year experience in customer service setting required.
- Six (6) months previous receptionist experience in a health care setting preferred.
- Previous Computer experience using Word, Excel, Outlook, and PowerPoint required.

COMPETENCIES: To succeed in this role, an individual should demonstrate the following competencies:

- Non-smoker.
- Experience using a multi-line phone system
- Excellent customer service skills.
- Ability to create a warm and welcoming environment while remaining professional.
- Ability to provide accurate and detailed information to visitor and callers.
- Ability to remain professional at all times, even during stressful situations (i.e., maintain own temper, maintain professional demeanor, treat others with respect and consideration.)
- Responds promptly to patient and customer needs.
- Listens and obtains clarification as needed.
- Thorough understanding of monitoring visitors' access and issuing temporary passes.
- Ability to adapt to changes in the work environment, frequent changes, delays or unexpected events.
- Ability to prioritize workload when presented with competing demands.
- Ability to change approach or method to best fit the situation.
- Demonstrates accuracy and thoroughness, meets productivity standards, and completes works in a timely manner.

ENVIRONMENTAL WORKING CONDITIONS: Normal office environment requiring sitting 8 hours per day. Involves contact with other employees, physicians, patients, vendors and insurance companies. Required to work the core office hours of 7:00 a.m. to 4:00 p.m. Monday through Friday.

PHYSICAL/MENTAL 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. The employee must occasionally lift and/or move up to 50 pounds.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.