**SANTA YNEZ TRIBAL HEALTH CLINIC**

**JOB DESCRIPTION**

**TITLE:** Receptionist

**DEPARTMENT:** Front Office

**CLASSIFICATION:** Nonexempt

**REPORTS TO:** Director of Operations

**DAYS/HOURS:**  Monday-Friday/40 hours per week

**JOB SUMMARY:**

At the direction of the Director of Operations, interacts with patients and staff while performing medical reception duties in person and over the phone. Assists with checking out patients, processing payments, entering lab codes, scheduling future appointments.

**ESSENTIAL RESPONSIBILITIES:**

* Performs receptionist duties for medical, including:
  + Answering incoming phone calls
  + Scheduling patient appointments, either on the phone or in person
  + Scanning ID cards
* Encourages patient enrollment in our Patient Portal online system; provides enrollment support via computer as needed.
* Maintains good communication with the Front Office Supervisor and Director of Operations.
* Performs other duties as assigned by supervisor.

**MINIMUM QUALIFICATIONS:**

* High School Diploma or equivalent.
* One year of experience as a receptionist in a healthcare facility.
* English-Spanish bilingual skills is required.
* Ability to maintain confidentiality.
* Ability to provide excellent customer service.
* Basic computer proficiency, including EHR systems, Microsoft Office applications such as Word, Excel, and Outlook.
* Ability to effectively communicate information clearly and accurately to patients and staff in person and over the phone.
* Practical knowledge of medical front office procedures, regulations, and principles to carry out a related tasks.
* Ability to work with minimal supervision.
* Ability to handle stressful situations.
* Ability to work well with others.
* Attention to detail on technical, procedural, and administrative tasks.
* Highly organized with excellent time management skills; ability to prioritize tasks and meet deadlines with frequent interruptions.
* Ability to understand cultural and social factors that influence health and compliance with appointments.

**DESIRABLE QUALIFICATIONS:**

* Experience with NextGen is preferred (EHR system).
* Medical assisting experience is preferred.
* Willingness to receive continuing education training (some travel required).
* Native American preferred.

**LANGUAGE SKILLS:**

* Ability to read, analyze, and interpret forms, grants, and documents.
* Ability to respond to common inquiries or complaints from patients, regulatory agencies, or members of the business community.
* Ability to effectively communicate information to the patients and staff.

**MATHEMATICAL SKILLS:**

* Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
* Ability to compute rate, ratios, and percentages, and to draw and interpret bar graphs.

**REASONING ABILITY:**

* Ability to solve practical and critical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
* Ability to interpret a variety of instructions furnished in written, verbal, diagram, and/or schedule form.

**PHYSICAL REQUIREMENTS:**

* Ability to work in a dynamic and fast-paced environment with low to moderate physical activity. These activities can include: walking, stooping, bending, lifting up to thirty (30) pounds, and sitting.
* Normal range vision correctable to 20/20 and ability to hear within normal range.
* Ability to deal with time constraints and stress.

**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.
* While performing the duties of this job, the employee may be exposed to odors or airborne particles.
* The noise level in the work environment is usually within normal range.

**I have received, read, understood, and agree to perform the duties described in the above job description.**

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Signature of Employee Date

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Printed Name of Employee

Revised: 07/20