



Front Office Receptionist/Operator Position Description

The following is a position description for the Front Office Receptionist/Operator Position at Rolling Hills Clinic.

REPORTS TO: Front Office Supervisor

SUPERVISES: None

POSITION SUMMARY: Under general supervision, facilitates communication process between outside public, patients, and all operating departments.

ESSENTIAL JOB FUNCTIONS:

- Operate multi-line telephone system. Answer incoming calls and determine the purpose of calls. Process calls according to purpose of call and/or forward urgent calls to appropriate personnel or department.
- Retrieve messages from voicemail and forward to appropriate personnel via telephone encounter if applicable.
- HEAVY phone usage
- Assist Front Office Receptionists as time allows.
- Answer questions about Rolling Hills Clinic and provide the appropriate information needed to the persons inquiring. Ability to communicate effectively in English and Spanish.
- Decipher patient needs and assist patient by scheduling accordingly. If patient is in need of Urgent Care, call the correct personnel to triage patient ASAP.
- When scheduling patients, add patient to EMR with correct patient information, provide patients with mandatory clinical forms to fill out and sign to scan to patient HUB, collect insurance and enter information into the EMR and scan the insurance card to the system, and collect co-pay when necessary.
- Receive patient payments such as co-pays, outstanding balances, guarantor payments and assign them to the correct patient accounts.
- Observe office equipment such as: fax machines, printers, scanners and shredders. Make sure all equipment is working correctly and if any problems arise, email the supervisor regarding the problem. If problem is urgent and stopping normal practice flow, contact supervisor.
- Other duties as assigned

EDUCATION, EXPERIENCE, CERTIFICATIONS, AND LICENSES:

One year certificate from College or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

COMPETENCIES:

- Problem Solving – Identify and resolve problems in a timely manner; gather and analyze information skillfully; develop alternative solutions; work well in group problem solving situations; use reason when dealing with emotional topics.
- Technical Skills – Assess own strengths and weaknesses; pursue training and development opportunities; strive to continuously build knowledge and skills; share expertise with others.
- Customer Service – Manage difficult or emotional customer situations; respond promptly to customer needs; solicit customer feedback to improve service; respond to request for service and assistance; meets commitments.
- Interpersonal Skills – Focus on solving conflict, not blaming; maintain confidentiality; listen to others without interrupting; keep emotions under control; remain open to others' ideas and try new things.
- Oral Communication – Speak clearly and persuasively in positive or negative situations; listen and get clarification; respond well to questions; demonstrate group presentations skills; participate in meetings.

- Written Communication – Write clearly and informatively; edit work for spelling and grammar; vary writing style to meet needs; present numerical data effectively; ability to read and interpret written information.
- Teamwork – Balance team and individual responsibilities; exhibit objectivity and openness to others' views; give and welcome feedback; contribute to building a positive team spirit; put success of team above own interests; ability to build morale and group commitments to goals and objectives; support everyone's efforts to succeed.

LANGUAGE SKILLS:

Bilingual: English/Spanish required!

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

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, ratio, percent and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER SKILLS:

To perform this job successfully, an individual should have knowledge of Microsoft Office software and EMR software.

CERTIFICATES, LICENSES AND REGISTRATIONS:

Valid California Driver's License

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit; use hands to pick up, handle or feel; reach with hands and arms; talk or hear. The employee is occasionally required to stand and walk. 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.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate. The patient flow can be slow to very hectic at times depend on the day and the time of day. 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.

Employment with Rolling Hills Clinic is voluntarily entered into. All RHC personnel are employed on an at-will basis. At-will employment may be terminated with or without cause, and with or without notice at anytime by the employee or by RHC. No manager, supervisor, or employee of the organization has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will terms.

FLSA STATUS: Non-Exempt

DATE OF LAST REVIEW / REVISION: 09/16