

Job Title:	Receptionist Floater	FLSA Status:	Non-exempt
Reports To:	Clinic Manager	Union Position:	Yes
Approved By:	Director of Human Resources	Department:	Operations
Approved Date:		Jobs Supervised:	No

OUR MISSION is to eliminate health disparities and foster community well-being by providing and promoting the highest quality care in South Los Angeles.

OUR VISION: St. John's Well Child and Family Center will be a leader, catalyst, and model for the best care, long-term community health improvements, and sustainable, health-enhancing system and structures in Los Angeles.

OUR CORE VALUES

Dignity

We honor and respect every person we encounter as a valued member of the human family whose gifts and rights are to be protected.

Excellence

We support and champion individual and organizational growth, accountability, creativity, teamwork, and commitment to quality, and the best standard of care.

Well-Being

We promote and advocate for the full integration of our patient's physical and mental health with their needs as an active member of a vibrant and just community.

Social Justice

We collaborate with others to develop systems, organizations, and programs that address the needs of and empower all members of our community with a preference for the most vulnerable and disadvantaged.

JOB SUMMARY

The Receptionist receives and registers patients, make/cancels appointments, provides referrals to other departments or services, helps walk-in patients obtain appropriate appointments or services, facilitates patient flow, assists patients in completing required documents, and retrieves and files medical charts. This position provides support to Medical, Dental, and Behavioral Health services.

IMPORTANT NOTE: As a Receptionist Floater, the incumbent is required to travel to different clinic locations, at times without advance notice. While St. John's may assign a Receptionist Floater to a clinic/local area on a regular basis, a change in assignment can happen at any time. Receptionist Floaters are required to respond to the new assignment within the timeframe outlined. No guarantees are made as to permanent placements at a clinic.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs a combination, but not necessarily all, of the following duties:

- Meet and greet patients; announce, direct, and/or escort to appropriate area;

- Answer, screen, and direct calls on multi-line phone system; take detailed messages and/or forward telephone calls to appropriate practitioner, voice mail, or pager;
- Organize and maintain file system; file correspondence and other records;
- Order and maintain supplies, arrange for equipment maintenance, and keep reception area organized
- Input patient information and demographics into computer system;
- Professionally deal with confidential and sensitive issues;
- Pull Medical/Dental/Mental Health charts;
- Process patient registration;
- Maintain patient flow and reduce waiting time as much as possible;
- Schedule appointments for patients and specialty care;
- Collect co-payments and/or fees and donations, processing them as dictated by clinic processes;
- Handle billing for Medical/Dental/Mental;
- Practice Management System (PMS) Registration, Scheduling and Billing;
- Send out records when requested by other offices;
- Travel between clinic sites to cover staffing shortages;
- Provide translation for providers or arrange for translation services;
- Prepare and forward outgoing mail and packages;
- Refill medication requests;
- Verify patient's residency and eligibility;
- Comply with all personal medical requirements including but not limited to: annual physical, current vaccinations (MMR, Tdap, Influenza, Hepatitis B), and TB testing (skin test or chest x-ray);
- Attend meetings, trainings, and other work-related events as needed; and
- Other duties may be assigned or may be modified as business needs dictate.

Supervisory Responsibilities

- This position has no supervisory responsibilities.

Responsibility to Team:

Actively support assigned team/department by participating in and supporting all team/departmental initiatives, proactively communicating with supervision, meeting assigned goals and objectives, and committing to embracing process improvement initiatives.

Responsibility to Organization:

Actively support SJWCFC by consistently meeting St. John's Mission, Vision, and Values; modeling positive interactions with patients, staff, and community; keeping informed of internal (e.g. policies and procedures) and external (e.g. legal or political matters) which may affect business.

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 & Experience

- High school diploma or GED required;
- One year customer service experience;
- Proficient Microsoft Office;
- EHR-Electronic Health Record (Preferred)
- PMS-Practice Management System (Preferred)
- Medical terminology knowledge;
- Bilingual English/Spanish required (read, write, speak).

Licensure/Certification - Employees are responsible for maintaining individual certifications as required by job function or by law and provide verification and recertification when requested by management:

- CPR certification
- Reliable transportation

Language Skills

Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual English/Spanish (read, write, speak) required.

Reasoning Ability

Ability to define problems collect data, establish facts and draw valid conclusions. Synthesize complex or diverse information. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Ability to interpret situations, characteristics, behavior, etc. and respond appropriately.

Computer Skills

To perform this job successfully, an individual should have strong knowledge of MS Outlook, MS Excel, MS Word, and Internet software. EHR and PMS experience strongly 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 sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception 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.

While performing the duties of this Job, the employee establishes and maintains effective work relationships with co-workers and customers, maintains regular attendance, understands and carries out a variety of oral and written instructions, has knowledge of proper English usage, grammar, punctuation, spelling, and vocabulary, has the ability to learn office principles, practices, and methods, understands filing systems, including numerical, alphabetical, and chronological, learns a variety of procedures, policies, and services of the assigned work unit or program, performs assigned duties with efficiency and accuracy and maintains confidentiality. The employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

NOTE

The statements herein are intended to describe the general nature and level of work performed by employees, but is not a complete list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Signature

Print Name

Date