



Children's Clinic

Trusted by Families for Generations

Job Title: Receptionist	FLSA Status: Non-Exempt
Reports To (Title): Clinic Administrator	Position Status: Full-time, benefits eligible

JOB SUMMARY:

The Children's Clinic is seeking one full time (40 hour per week) receptionist to join our team. We're looking for an employee who are the right fit for the clinic culture we're building just as much as we're looking for an employee with strong interpersonal and technical skills. So, if you're a motivated, team-oriented, and upbeat person who is looking for a job with good pay and great benefits, please reach out!

This position will be a Monday through Friday position from 8:30am to 5:30pm at our west end location: 3401 Avenue E. Periodic weekend and evening (until 7pm) shifts will be involved as the expectation is that all members of the Reception Team support and cover for each other when the staff regularly in those positions require time off.

Receptionists at the Children's Clinic:

- Provide exceptional customer service to all patients and families coming for appointments. If at front desk, direct visitors and patients to appropriate pods as needed.
- Register patients & update the practice management system as efficiently and quickly as possible. This may include asking for verbal answers as well as documenting clinic forms they have completed.
- Collect identification and insurance cards and copies or scans them for the electronic medical record (EMR).
- Collect co-pays and other payments at check in producing a receipt if requested.
- Balance out cash drawer at the end of the day.
- Have patient/parent sign financial agreement, receipt of privacy policy benefits assignments, etc.
- Answer phone calls, take messages and make appointments as needed.
- Tidy waiting areas periodically (we have a cleaning service that will clean these spaces nightly).

Secondary/Shared Functions:

- Scanning clinical information into EMR as directed by provider and/or nurse.
- All front office staff will be cross trained in several specific tasks.
- Other duties which may be assigned on an as needed basis.

Required Work Habits:

- Commitment to clinic culture efforts.
- Regular attendance.
- Punctuality with respect to arrival, lunch hour and shift end.
- Flexibility when necessary for OT and weekend hours or with respect to changes in work environment.
- Ability to work as a member of a team, both in respect to the receptionist team and the receptionist/nurse/provider teams.

QUALIFICATIONS:

- Ability to multi-task is essential.
- Time management, organization, attention to detail, computer and telephone skills, customer service, and EMR experience are desired.
- Professional demeanor and an ability to work with children and to deal diplomatically with difficult patients/parents, when necessary.

CERTIFICATES, LICENSES, REGISTRATIONS:

- High School Graduate

PHYSICAL DEMANDS:

- Some lifting may be required (25-50lb).
- Occasional bending, stretching, squatting and stooping is required.

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. The noise level in the work environment is usually moderate.

PAY RANGE:

Pay rate starts at \$14 per hour, but accommodations may be made for candidates with exemplary work experience and/or expertise.

This position is subject to a six (6) month probationary period, during which time you will become acquainted with the job and the Children's Clinic will become familiar with your skills and potential. If your performance or behavior is found to be unsatisfactory, your employment may be terminated without cause during that initial six (6) month period of employment. Evaluations will be conducted periodically to assess performance.

This position is eligible for benefits during the probationary period. Health, vision, and dental insurance coverage begin the first of the month following 30 days of employment at the Clinic. Paid time off accrues from the first day of employment and is available for use at 6 months. The employee is eligible for generous retirement and profit sharing benefits at 1 year of employment.