



Receptionist Job Description

Job Title: Receptionist

Supervisor: Executive Director/ Clinic Manager

Classification: Non-Exempt

General Summary and Objective

The receptionist performs clerical tasks in support of Eden Clinic's mission and works closely with Nurse on staff. The receptionist acts as the "first impression" greeting clients and answering the phone in a professional and respectful manner. The receptionist presents Eden as a safe, confidential medical clinic with patient care a priority.

Responsibilities

1. Answers all center calls and connect the caller to the proper individual in a timely fashion. Answers the phone and greets all clinic patients and guests in a professional, friendly tone that conveys the caring and serving attitude of the ministry.
2. Sets appointments and provides patients with appropriate paperwork and informs patient nurses and consultants of appointment arrivals.
3. Collect patient copay, assist with billing and other related insurance requirements.
4. Maintains confidentiality of patient and consultant conversations outside of the clinic.
5. Receives and distributes mail and deliveries, including faxes and emails.
6. Maintains knowledge and understanding of programs and personnel connected with each program.
7. Maintains a schedule of and be knowledgeable about upcoming events connected with Eden. Provides this information to callers and visitors as appropriate.
8. Assists staff and volunteers with daily tasks as requested. Tasks may include recording information, copying and assembling materials, sorting materials, bulk mailings, ordering supplies, filing and placing phone calls. Basic word processing and data entry is required.
9. Performs special projects or tasks as assigned by supervisor.
10. Executes all responsibilities in a manner that supports the clinic's mission and promotes an office environment/culture of Christian servanthood and conciliation.

Supervision/Direction (Received/Exercised)

Work is performed independently with periodic review. Employee organizes work and sets priorities based on schedule and office priorities established by supervisor. Supervisor regularly reviews non-routine work and periodically reviews routine work.

Qualifications

1. Professional and pleasant business oral communication skills, including a pleasant and respectful tone of voice both in person and on the phone. Good listening skills, calm discernment. Basic written communication skills.
2. Ability to multi-task in busy environment.
3. Willingness and ability to learn more about Eden's programs to better serve the patients and callers needing information.
4. Willingness and ability to abide by the office policies.
5. Willingness to maintain professional appearance and dress of business casual or scrubs.
6. Willingness and ability to serve patients and other Eden constituencies (including other staff, donors, vendors, etc.) in a way that honors Jesus Christ and supports and promotes Eden's life-affirming ministry.
7. Willingness and ability to demonstrate commitment to Eden Clinic's mission and statement of faith in the execution of position responsibilities.
8. Willingness and ability to share the gospel of Jesus Christ by word and example, including prayer, to encourage patients, staff, and other constituencies, and to contribute to an office environment conducive to supporting Eden's ministry of life.
9. Some College preferred, High school graduation required.
10. Experience and/or training as receptionist or in other office skills strongly preferred.
11. Basic word processing/data entry skills preferred. Working knowledge of Microsoft Word and Outlook preferred.
12. Working knowledge of electronic medical record keeping is a plus.

The above describes the general nature of the job and is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities and working conditions.

Hours: Monday – Thursday, 9:30 a.m. – 5:00 p.m.

Location: Midwest City or Norman

Salary – Hourly, \$10/hour