

Open Position Title: Receptionist

Reports to: Clinical Manager; Director of Clinical Services

Grade/Tier:

EEO Type (Exempt/Non-Ex):

Salary (range):

Location:

Supervises: N/A

The 200+ employees of GI Associates intently channel their energies and resources into making a positive and meaningful difference in the lives of our patients. Our focus is on providing quality patient care and our commitment to Five-Star Customer Service.

As employees of GI Associates we are dedicated to Five-Star Customer Service excellence at every phase of the patient's experience. Employees of GI Associates agree to:

- Respect All. Treat others as you would like to be treated
- Use positive and productive communication with patients and peers
- Show support, offer assistance and take ownership beyond one's job description
- Adopt and embrace the service excellence concept as described above

Essential Functions (Responsibilities):

The receptionist is responsible for greeting patients and verifying personal and insurance information. The receptionist is instrumental in helping patients feel welcome and comfortable. A professional atmosphere is to be maintained at all times.

- When answering phone, identifies company, department, and self
- Answers and routes in-coming calls to appropriate departments
- Greets patients and determines nature of visit
- Welcomes patient with eye contact, smile, and immediate verbal acknowledgement.
- Updates and corrects information in computer and notifies business office of any changes
- Collects appropriate co-pays
- Schedules follow-up appointments appropriately.
- Generates office routings
- Maintains a high level of confidentiality
- Maintains a professional, neat, and organized work station as patient's first impression
- Utilizes Practice Management System and Electronic Medical Record appropriately and efficiently as related to job tasks
- Offers assistance and support pleasantly and willingly at point of service
- Performs general clerical: data entry, photocopying, filing, and faxing
- Facilitates a harmonious work environment, whereby treating all patients and co-workers with respect and dignity
- Obtains referrals if necessary for patients
- Maintains a well organized waiting area
- Flexible in meeting the needs of the department
- Maintains a safe work environment
- All other duties as assigned

Minimum Qualifications:

- High School diploma or equivalent
- One year minimum customer service and/or medical office experience

Desired Qualifications:

- Knowledge of MSDS and Blood-Borne Pathogens
 - Knowledge of Emergency Plan and OSHA Standards
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