

Receptionist

The Receptionist provides the first impression of the clinic to the public and is responsible for maintaining a welcoming and functioning front desk for the agency. Performs multiple office functions including reception (greeting and welcoming clients and members of the public), answering multi-phone line, medical record keeping, computer related tasks, and other administrative duties. The Receptionist will report directly to the Front Office Supervisor.



The Receptionist should adhere to and value the philosophical priorities of the HARM Reduction Model, that Medication Assisted Treatment is the preferred method of addressing opioid addiction and that every patient deserves to be treated with respect, compassion and dignity.

Responsibilities:

- Greet clients, visitors and vendors
- Answer phones
- Page medical providers and counselors
- Facilitate counselor-patient flow
- Answer inquiries from patients and public
- Conflict resolution with clients
- Monitor patient behavior and activity; collaborate with Safety Officer as needed
- Regular interaction with a wide variety of ethnic, socioeconomic and cultural backgrounds
- Regularly use the agency electronic medical records system to schedule appointments, provide schedule reminders to patients, indicate patient attendance
- Collect patient fees after close of financial office
- Take and upload patient photos into electronic medical record
- Copy forms and documents as needed
- Route mail and faxes
- Maintain the patient waiting areas to ensure cleanliness and adequate supply stock
- Maintain regular communication and attends meetings as requested
- Complies with other ad hoc requests and projects as assigned
- Knowledge and compliance with HIPAA policies and procedures
- Interacts with all staff in a positive and motivational fashion supporting the company's mission and Best Practice Patient Experience

Position Requirements:

Education:

High school diploma or equivalent required. Associate's or higher degree preferred.

Experience:

At least two years of experience in reception or in a position providing customer service, preferably in a medical or mental health setting.

Additional:

- The nature of this position is fast-paced in high-stress situations and conditions
- Opioid Treatment Program experience will be given hiring preference
- Computer literate, with basic knowledge of Microsoft Office Suite, and electronic medical records systems, as well as a high level of initiative in keeping current with technological change
- Ability to establish and maintain effective working relationships with staff, clients, and outside contacts from a wide variety of ethnic, socioeconomic, and cultural backgrounds; good diplomatic skills, including strong conflict-resolution skills
- Excellent interpersonal and communication skills
- Excellent organizational and time management skills
- Conducts all business activities in a professional and ethical manner
- No history of alcohol or other drug misuse for 3 years prior to employment and does not display evidence of alcohol or other drugs while employed as the Receptionist
- Must be able to pass required background checks
- Complies with and up-to-date with all other testing, screening and credentialing as required
- Ability to travel as needed (minimal)

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. The requirements listed above are representative of the minimum knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to satisfactorily perform the essential functions of the job according to specific company requirements. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, disability, or marital status.