



151 S. Worthen St. Suite 1. Wenatchee. WA 98801 (509) 888-1099

Job Title:	Front Desk Receptionist	Hourly Pay Range:	\$15.00 starting
Report to:	Office Manager	Job type:	Part time
Resume Received:		Hours/Week:	12-28

Front Desk Receptionist Job Description

ROLE AND RESPONSIBILITIES

- Assure the readiness of the reception area for each working day; open the building at designated time and have all front desk activities fully operational at the start of business hours
- Welcome patients and other visitors with a personable approach and positive attitude; direct all people to the appropriate location and services they are seeking
- Efficiently check-in, insert notes, and checkout all patients according to RFC protocols in a timely manner
- Determine the daily financial status of patients and their insurance updates and/or same day payments
- Assist patients in accurately completing appropriate forms and digitally input all information according to agency protocols
- Collect fees according to RFC protocol; prepare and balance daily financial cash box, and submit forms and deposits at the end of day
- Maintain forms and office supplies required for front desk operations
- Schedule patient appointments, file documents, organize office areas when needed
- Secure the building at the close of each working day according to RFC protocols and lock all entrances, etc.
- Respect and maintain privacy and dignity of patients; secure patient confidentiality always (HIPPA)
- Must maintain cooperative and harmonious working relationship with other staff members
- Participate in staff and educational meetings to allow for progress and positive change
- Engage in other duties, projects, or assistance as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to work independently, accurately, and efficiently
- Strong communication skills
- Warm outgoing, friendly, energetic, personable, professional, and caring personality
- Must have computer knowledge and proficiently use copier/fax machine
- Excellent telephone skills and office etiquette
- Knowledge of patient billing procedures
- Ability to work well under pressure, solve problems, and de-escalate emotional situations
- Ability to be flexible and forward thinking; embrace change with positive feedback
- Ability to interact effectively and in a supportive manner with persons of all backgrounds

Reviewers:		Date:	
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