**Front Desk Receptionist Job Description**

**Position Summary:**

The medical office receptionist provides assistance to patients, doctors, office employees, and other individuals. This employee helps the clinics run smoothly by scheduling appointments, greeting and checking in patients, answering phones, maintaining accounts and records, and other tasks as needed. From the moment the patient walks through our door or calls, they should feel like part of the family. Whether in person or over the phone, you are typically the first face or voice our patients will see or hear. Your role in this process is instrumental to the functions of the office. We have eleven office locations in the Lowcountry and while your most regular location will be the Charleston area, some travel may be required.

**Medical Office Receptionist Job Responsibilities and Duties**

· Helps prepare patient charts for clinic including insurance checks, obtaining authorizations, verifying results are on file when required and confirming scheduling is appropriate for the clinic

· Creates a welcoming atmosphere by greeting visitors and patients to the clinic

· Checks in and checks out patients in a timely, friendly manner

· Manages a multiline telephone system efficiently and politely, minimizing hold time

· Schedules testing and procedures for patients as necessary

· Comforts patients by answering any questions they may have within the scope of their role

· Expedites patient processing by having them fill out forms and assisting when needed

· Obtains patient identification and insurance information and entering into electronic health record

· Maintains patient accounts by verifying insurance information and coordinating with relevant organizations for payment and referral requirements

· Keeps doctor, nurses, medical assistants, and any other related staff abreast of scheduling, patient details, and potential service delays

· Protects patients’ right of confidentiality; it is mandatory to have familiarity with HIPAA

· Willing to train

**Job Requirements:**

· Medical office experience is preferred

· Medical insurance experience is preferred

The following skills are required:

· Phenomenal customer service skills

· Pleasant phone demeanor with the ability to manage calls efficiently

· Understanding of basic healthcare terminology

· Ability to work well with others

· Excellent Verbal and written communication skills

· Must be able to multitask effectively; critical time management skills necessary

· Demonstrated ability to interact with healthcare professionals, patients, and insurance companies alike with poise and proper etiquette

· Providing training to both new and experienced colleagues is mandatory.

· Computer skills required; working knowledge of Microsoft Office Suite mandatory, and must type 30+wpm

· Adhere to any ongoing training

Job Type: Full-time

**Salary: TBD**

**Benefits:**

·401(k) matching

· Dental insurance

· Health insurance

· Life insurance

· Opportunities for advancement

· Paid sick time

· Paid time off

· Referral program

· Vision insurance

**Healthcare setting:**

· Clinic

**Medical specialties:**

· Ophthalmology

**Schedule:**

·8 hour shift, subject to change due to various factors

· Day shift

· Monday to Friday

· No weekends

**Experience:**

· Customer service: 1 year (Preferred)

· Computer skills: 1 year (Required)

**Willingness to travel:**

·75% (Required)

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Signature Date