



JOB DESCRIPTION

JOB TITLE: Receptionist
DEPARTMENT/DIVISION: GI
STATUS: Full-time, Non-Exempt
REPORTS TO: GI Practice Administrator
DATE: April 4, 2013

POSITION SUMMARY:

The Receptionist is responsible for answering incoming calls, directing calls to appropriate staff, greeting and checking in all patients for office appointments, including paperwork for patients to fill out, scanning insurance cards, entering all demographic information into the electronic health record, entering referrals for office visits into EMR, scanning for staff as needed, directing patients to other suites in the building, and working closely with physicians, staff and hospital personnel.

DUTIES AND RESPONSIBILITIES

- Answers telephones and directs the caller to the appropriate staff member. Will transfer a caller to a staff member's voice mailbox when the associate is unavailable.
- Greets and directs all patients to the practice.
- Takes and receives messages for various personnel.
- Provides caller with information such as company address, directions to the company location, company fax numbers, company website, and other related information.
- Receives, sorts and faxes incoming medical lab reports and distributes to appropriate staff.
- Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Assists in the ordering, receiving, stocking and distribution of office supplies.
- Assists with other related clerical duties such as photocopying, faxing, scanning, collating and mailing.
- Prints out monthly recall letters and over 50 letters for patients, proofs and mails.
- Other duties as assigned

EDUCATION & EXPERIENCE

- Minimum of a High School diploma; Associates Degree preferred.
- At least one year relevant experience and/or training.

QUALIFICATIONS & REQUIREMENTS

- Strong organizational skills.
- Strong verbal and written communication skills.
- Ability to work independently on assigned tasks as well as accept direction on given assignments.
- Able to work collectively with administration and staff

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