

## Receptionist Job Description

<b>Job Title</b> – Receptionist	<b>Reports to:</b> Director of Patient Administration					
<b>Job Code-</b>	<b>Overtime Status:</b> <u>Exempt (not eligible)</u> <u>X</u> Non-Exempt(eligible)					
<b>Department</b> – Patient Administration	<b>Prepared by:</b>			<b>Date:</b>		
<b>Facility</b> -	<b>Approved by:</b>			<b>Date:</b>		
<p><b>Job Summary</b>          The incumbent will be responsible for the greeting patients, guests and staff to the hospital. The incumbent will carry-out her/his duties by adhering to the highest standards of ethical and moral conduct, acts in the best interest of XXX Hospital, and fully supports the mission, vision, and values of XXX Hospital. The incumbent will have knowledge of health care systems, and have demonstrated ability to interact, relate to, work with, and support the activities of a diverse workforce.</p>						
<p><b>Supervises</b></p> <ul style="list-style-type: none"> <li>None</li> </ul>						
<p><b>Primary Responsibilities</b></p> <ul style="list-style-type: none"> <li>Provides a positive and professional environment for patients, staff, vendors, and visitors</li> <li>Serves as primary reception and resource</li> <li>Answers phones, takes messages, and prepares e-mails</li> </ul>						
<p><b>Other Responsibilities</b></p> <ul style="list-style-type: none"> <li>Attends staff meetings</li> </ul>						
<p><b>Education/Certifications/Licenses</b></p> <ul style="list-style-type: none"> <li>High School Diploma or GED equivalent</li> <li>CPR certified</li> </ul>						
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li><b>Required - 6 months</b> – 1 year experience as receptionist</li> <li><b>Preferred</b> 6 months – 1 year experience as a health care receptionist</li> </ul>						
<p><b>Special Skills/ Equipment</b></p> <ul style="list-style-type: none"> <li>Proficient in Microsoft Office, phone system</li> <li>Bilingual in Arabic, ASL, Cantonese, Hindi, Japanese, Korean, Mandarin, Polish, Russian, Spanish, or Vietnamese preferred</li> </ul>						
<p><b>Contacts</b></p> <p>Internal patients, providers, staff, and volunteers</p> <p>External patients and providers</p>						
<p><b>Physical, Mental Demands/Working Environment</b>  <i>Note: Reasonable accommodations may be made for individuals with disabilities to perform essential functions of this position.</i></p>						
<b>General Activity</b>	<b>Number of Hours</b>					
		<b>None</b>	<b>1-2</b>	<b>2-4</b>	<b>4-6</b>	<b>6-8</b>
	Drive	<b>X</b>				
	Sit		<b>X</b>			
	Stand			<b>X</b>		

	Walk		X		
<i>Receptionist Job Description continued</i>					
<b>Motion</b>		<b>Up to 1/3 of shift</b>		<b>1/3 or more of shift</b>	
	Bend		X		
	Squat		X		
	Crawl				
	Climb				
	Reach		X		
	Lift		X		
	Carry		X		
	Push		X		
	Pull		X		
Twist		X			
Turn		X			
<b>Use of Hands and Feet</b>		<b>Gross Motor Function</b>		<b>Precise Motor Function</b>	
	Right Hand				X
	Left Hand				X
	Right Foot		X		
Left Foot		X			
<b>Weight Lifted/Force Exerted</b>		<b>Up to 1/3 of shift</b>		<b>1/3 or more of shift</b>	
	Up to 10 pounds				
	Up to 25 pounds				
	Up to 50 Pounds		X		
	Up to 100 pounds				
More than 100 pounds					
<b>Body Fluid Exposure</b>	<b>No</b>		<b>Yes <u>XXX</u></b>		
<b>Mental Demands</b>		<b>YES</b>		<b>YES</b>	
	Attention Span		X	Memory	X
	Concentration		X	Patience	X
	Conceptualization		X	Problem Solving	X
Influence People		X	Relate to Others	X	
<b>Working Environment</b>		<b>YES</b>		<b>YES</b>	
	Indoor		X	Loud Noise	X
	Outdoor			Fumes	
	High Temperatures			Confined Areas	X
Low Temperatures			Radiation Area	X	
<b>List any other physical requirements:</b> [type here]					
<p><b>Disclaimer</b>  <i>NAME OF HOSPITAL GOES HERE</i> does not discriminate on the basis of race, color, religion, sex, sexual orientation, age, national origin, marital status, citizenship, physical or mental disability, or veteran status.</p> <p>The above job description is intended to describe the general nature and level of work being performed by people assigned to this job. The list is not intended to be an all-exhaustive list of responsibilities and duties required and may include other duties as assigned.</p> <p>I have read the above position and understand the provisions and intent thereof. I agree that I shall perform said duties to the fullest intent to the mutual interest of the hospital and myself.</p>					
_____ Employee-Print Name and Date		_____ Employee Signature		_____ Supervisor-Print Name and Date	
				_____ Supervisor Signature	