

# Cross Road Medical Center

## Job Description

**Job Title:** Receptionist  
**Department:** Front Office/Billing  
**Supervisor:** Front Office/Billing Manager or Business Manager  
**FLSA Status:** Full-time or Part-time/Non-Exempt  
**Approval:** By: D. Davey **Date:** 8/5/2015  
**Work Hours:** Regular office hours; nights, holidays and weekends as scheduled and as needed.

**Position Summary:** Under the Direction of the Front Office/Billing Manager or Business Manager, performs reception and billing duties as required.

### Essential Duties and Responsibilities:

- Ability to successfully multi-task
- Maintains a high standard of personal and interpersonal functioning in job performance
- Answering incoming calls on a multi-line phone system and directing the calls appropriately and/or taking messages accurately
- Greet and receive patients and visitors in a positive, friendly manner
- Assist in collections as directed
- Assist in maintaining patient charts and records
- Ability to schedule patient appointments accurately according to the providers needs and requests
- Accurately input patient information into patient records
- Ability to keep patient records and information confidential
- Complies with all CRMC policies
- Understands supports the CRMC mission and values

The requirements listed below are representative of the knowledge, skill and/or abilities required.

**Skills:** Effective oral and written communication skills, including accurate spelling and excellent telephone etiquette. Exceptional customer service, time management and multi-tasking skills required. Ability to count money and accurately give change. Ability to work independently with minimal supervision and/or as a team member with co-workers.

**Qualifications:** To perform this job successfully, an individual must possess the skills listed and be able to satisfactorily handle the essential duties and responsibilities listed above. Must be self-motivated and use good judgment in establishing work priorities. Must be teachable and reliable.

**Education/Experience:** High School diploma or the equivalent, previous office experience preferred.

**Other Skills:** Ability to read and comprehend simple instructions, short correspondence and memos. Ability to comprehend and follow verbal instructions. Proficient computer skills needed, especially with Microsoft Office products and the Windows environment.

**Physical Demands/Work Environment:** The physical demands described here are representative of those that must be met by an office employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee is frequently required to sit use a keyboard, use a telephone or other office equipment, and talk or hear. The employee is occasionally required to stand, climb stairs, walk, and climb or balance. Lifting items weighing less than 10 pounds is frequently required. Rarely is there a need to lift more than 25 pounds.

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job.

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This Job Description reflects Cross Road Medical Center's best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. *This is not intended to be a contract.*

**Your signature indicates you have read this Job Description and understand the essential qualifications and functions of the job.**

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Employee Signature: _____	
Employee Printed Name: _____	Date: _____
HRD Signature: _____	Date: _____