

Cross Road Health Ministries, Inc.

Job Description

Job Title: Receptionist
Department: Front Office/Billing
Supervisor: Front End Office Supervisor or Billing Manager
FLSA Status: Full-time or Part-time/Non-Exempt
Approval: By: D. Davey **Date:** 3/8/2018
Work Hours: Regular office hours; Nights, holidays and weekends if scheduled and as needed.

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

Essential Duties and Responsibilities:

- Maintains a high standard of personal and interpersonal functioning in job performance
- Answers incoming calls on a multi-line phone system and directing the calls appropriately and/or taking messages accurately
- Greets and receives patients and visitors in a positive, friendly manner
- Assists in collecting and processing payments from patients as directed
- Assists in maintaining patient charts and records
- Schedules patient appointments accurately according to the providers needs and requests
- Accurately inputs patient information into patient records
- Keeps patient records and information confidential
- Completes or assists with insurance credentialing for billing purposes
- Opens/Closes clinic and follows related procedures appropriately
- Other related duties as assigned or required
- Complies with all CRHM policies
- Understands supports the CRHM 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 successfully multi-task. 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.

This Job Description reflects CRHM'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.

Employee Signature: _____

Employee Printed Name: _____

Date: _____

HRD Signature: _____

Date: _____