



5501 NW 62nd Terrace, Suite 100
Kansas City, MO 64151
(816) 842-1974 - fax
(816) 842-4440 - phone

FRONT DESK RECEPTIONIST JOB DESCRIPTION

JOB TITLE: Front Desk Receptionist

SUPERVISION RECEIVED: Works under guided supervision.

SUPERVISION EXERCISED: Front Office

FLSA Exempt: Non-Exempt

EEO Category: Administrative Worker Choose an item.

Front Office Essential Duties:

1. Welcome patients checking in and out in a friendly professional manner.
2. Determine the nature of the visit.
3. Schedule patients without an appointment in the EMR system.
4. Verify patient demographic and insurance information.
5. Collect co-pays, outstanding money due and submit superbills to the billing office.
6. Directs and assists patients in completing required pre-visit documents.
7. Utilize light system to advise nursing that patient is ready for visit.
8. Reconcile cash and credit card payments at end of day.
9. Evening shift answers phones and directs incoming calls to appropriate staff.
10. Accept documents from patients that require action from other clinical staff.
11. Distribute patient records, medication samples and prescriptions being held for pick-up in accordance with office policy.
12. Participates in planning, implementing and collecting data for quality improvement initiatives.
13. Communicates with clinical staff to ensure patients are flowing through clinic in a timely manner.
14. Attend appropriate meetings and participate in committees as assigned.
15. Other duties as requested.

EDUCATION/QUALIFICATIONS:

1. High school diploma or GED.
2. Current Basic Life Support certificate.
3. Minimum of 3 months experience in an administrative or customer services related position.
4. Basic knowledge of medical terminology.
5. Knowledge of customer service concepts including importance of appropriate image.
6. Strong verbal and written communication skills. Ability to communicate clearly and positively.
7. Multi-task oriented with desire to work in a fast-paced environment.
8. Ability to work in a team environment, presenting a professional image and commanding the respect of staff, peers and management

9. Leadership skills, initiative, a detail orientation, strong analytical skills, and decisive decision-making skills.

ENVIRONMENTAL/WORKING CONDITIONS:

1. Work is performed in a typical, well-lighted office and exam/procedure room setting.
2. Work involves frequent contact with staff and patients.
3. Work involves considerable walking, standing, bending, twisting and reaching.
4. May required lifting a maximum of 30 pounds.
5. Extensive viewing in computer screens.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

I HAVE READ THE ABOVE JOB DESCRIPTION, UNDERSTAND THE REQUIREMENTS LISTED HEREIN, AN AGREE TO PERFORM THESE DUTIES AS WELL AS ANY OTHER RELATED DUTIES AS REQUESTED BY MY SUPERVISOR.

Employee Name and Date

Witness Name and Date