

## **JOB DESCRIPTION**

### **RECEPTIONIST**

**Requirements:** High school diploma plus one-year office experience, preferably in health care field. Computer and telephone skills required. Bilingual preferred

Active Listening – giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times

Time Management – managing one’s own time and establishing priorities in relation to the tasks at hand

Social Perceptiveness – being aware of others’ reactions and understanding why they react as they do

Oral Expression – the ability to communicate information and ideas effectively so others will understand

**Reports to:** Administrative Assistant

#### **Responsibilities**

- Perform routine clerical and administrative functions including scheduling and confirming client appointments
- Collect and record all cash receipts in accordance with insurance liabilities
- Organizing and maintaining paper and electronic files
- Maintain schedule of doctor and therapist appointments
- Answer telephones, directing calls to appropriate extensions, taking messages, or providing necessary information to callers
- Receive and process referral information according to format, make intake appointment and deliver referral sheets to the intake specialist
- Distribute incoming mail, faxes, and other material
- Perform opening and closing duties of the office
- Perform any other clerical duties that may be assigned by the office manager

---

Receptionist

Date

Admin Ass't

Date