Position Title:    HEALTH CENTER RECEPTIONIST

Department:  Academic Affairs

Reports to:  Dean of Clinics

Classification/FLSA Status:  Level III (Part-Time / Non-Exempt)

Primary Function: The health center receptionist provides a professional environment for patients, interns and faculty, and maintains efficient and effective daily procedures for processing patient visits.

Key Responsibilities:

1. To open, supervise and close the health center reception desk as scheduled

2. To provide quality reception services to patients

3. To service all incoming calls in a professional manner

4. To provide communication/reception support services to interns, x-ray supervisors, exam supervisors and faculty doctors

5. To assist interns with scheduling patient visits, examinations and x-rays

6. To report instances of outstanding professionalism or cases of unprofessional behavior to the Dean of Clinics (Professional Conduct Report)

7. To prepare monthly and yearly financial reports
8. To straighten and organize the reception area, reception desk, NPO room, dressing rooms, adjusting rooms and consultation rooms on a daily basis prior to opening

9. To assess the temperature of the patient areas of the health center and request maintenance assistance to adjust settings as necessary

10. To maintain accurate records of all financial transactions, telephone messages, appointments, IOC attendance, etc.

11. To practice and demonstrate caring, compassionate and ethical behavior toward patients and students

12. To assist with inventorying and ordering health center patient care and reception supplies

13. To assist with the orientation to health center reception procedures for 701 student interns

14. To assist with decorating the health center for holidays and special events

15. To water and care for the plants in the health center

16. To maintain a clean reception desk and lobby

17. To supervise and assist with maintaining the patient gown supply

18. To assist other health center support personnel in the smooth operation of the health center

19. To assist in the maintenance of a fully-stocked, clean health center

20. To provide annual peer and self evaluations

21. Lend enthusiastic support to college policies and to fellow co-workers, particularly in the presence of students and visitors

22. Participate in the annual Lyceum program

23. Commitment to the mission of Sherman College and support of The Sherman Chiropractor in any way correlated to the position

24. To assume any other duties as assigned by the reception coordinator or the dean of clinics
Essential Knowledge and Skills:

1. An understanding and support of the philosophy of straight chiropractic
2. A high school diploma, experience with customer service and/or patient reception preferred
3. A desire to work in a service-oriented environment
4. Professional and courteous interpersonal and telephone skills
5. Ability to perform multiple tasks while maintaining a pleasant work environment
6. Ability to be assertive and enforce health center policies and procedures
7. Organizational skills
8. Computer: MS Office

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to sit; use hands to finger, handle or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus.

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

______________________________  ______________________________
Signature:                        Date: