



POSITION DESCRIPTION

Front Desk Receptionist

Reports to: Assistant Director
of Clinical Support Services

Position Status: Non-exempt

Supervises: No One

Effective Date: 11/21/22

GENERAL SUMMARY

The Front Desk Receptionist is the first person most patients and visitors interact with and is responsible for leadership and organization of the front desk. The Receptionist is responsible to the Assistant Director of Clinical Support Services for NKC reception, customer service, telephone, and mail services. Greets patients and visitors, providing information and assistance, as needed. Works with patients, families, visitors, and team members to identify needs, resolve problems, or provide information. The position provides Office Services duties such as operating telephones, mailing and postage equipment, and observing all Office Services procedures. Performs projects as assigned.

DUTIES AND RESPONSIBILITIES

1. Provides excellent customer service. Interacts regularly with patients, families, physicians, hospitals, labs, pharmacies, dispatchers, and others, as needed, to coordinate unit activities.
2. Plans and arranges day-to-day workload with supervisory and/or other personnel.
3. Performs Northwest Kidney Centers reception, main switchboard, and mail services. Is responsible for greeting and helping patients, visitors, medical providers, employees, and callers.
4. Coordinates parking program. Registers vehicles and updates parking permits.
5. Issues pagers, garage gate openers, and Orca passes according to standard protocols.
6. Reviews and processes pager statements.
7. Assists in managing conference room use.

8. Processes Pharmacy and company incoming and outgoing mail using the Quadient mail equipment.
9. Assist departments with projects such as postage projects, envelope stuffing, copying, and collating.
10. Orders supplies for mail/copy room and conference rooms.
11. Performs other duties and responsibilities as may be required.

PLANNING

The position is responsible for arranging assigned activities, making telephone referrals, and planning how to complete assignments. These plans are based on established procedures and practices.

SUPERVISION and COORDINATION

The position does not supervise other persons. Responsible for training relief and volunteer receptionists. Responsible for communications with other NKC personnel.

EXTERNAL CONTACTS

The position has contact with patients, visitors, staff, medical personnel, vendors, repair technicians, and telephone callers.

DECISIONS

The position is responsible to the Assistant Director of Clinical Support Services for decision-making required to perform reception duties and responsibilities. These decisions are based on established procedures and practices. Typical decisions include checking directories for addresses or phone locations, setting up pagers and Orca passes, assisting patients, determining how to handle unusual situations, and ensuring Office Services procedures are observed.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's needs; respect privacy.
2. **CONCERN:** Listen to customers; express appreciation, be non-judgmental; take responsibility.
3. **CONFIDENCE:** Show a positive attitude; take personal initiative; inform; educate and reassure; provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; maintain a professional appearance; establish teamwork; show professional competency.

JOB CONDITIONS

Must be able to communicate effectively in English over the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. Must be able to demonstrate use of appropriate software and equipment after training.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires the ability to sit for extended periods, use fingers to manipulate items, and requires strong visual acuity to read, inspect information on monitors, equipment, and in writing. Requires ability to work with multi-line phone systems and perform other standard clerical duties.

Physical requirements include the ability to lift/move objects weighing up to 20 pounds occasionally, and up to 5 pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

EDUCATION AND EXPERIENCE

Requires high school level training, or equivalent, with office-related duties and six months of previous receptionist experience, preferably in a healthcare/customer facing environment. Requires typing of 50 wpm.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL



Chief Administrative Officer

11/23/2022

Date



Vice President of Human Resources/CHRO

12/01/2022

Date