

POSITION DESCRIPTION

MAIN DESK RECEPTIONIST –SEATTLE KIDNEY CENTER

Reports To: Clinical Director of
Seattle Kidney Centers

Position Status: Non-Exempt

Supervises: No One

Effective Date: 7/26/11

GENERAL SUMMARY

The Receptionist is responsible to the Clinical Director for the Seattle Kidney Center SCU and 3rd Floor and for facilitating the Seattle Kidney Centers building activities. The Receptionist greets patients and guests to the building providing building information and directions, telephone answering services, and distribution of badges for garage parking. Additionally the position is also responsible for other diverse clerical projects.

DUTIES and RESPONSIBILITIES

1. Plans and arranges day-to-day workload with supervisory and/or other personnel.
2. Performs Seattle Kidney Centers (SeaKC) reception, telephone and message services, and is responsible for greeting and helping employees, patients, visitors, vendors, and callers. Additionally phone services coverage is provided for the dialysis units with the building.
3. Responsible for issuing parking passes to staff, medical staff, patients, visitors and vendors under the direction of the Security Supervisor. Registers visitor/patient and dispenses garage openers.
4. Assists departments with compiling data for projects and reports. This work may include Works with Excel data sheets, runs reports, and creates patient information packets.
5. Assists departments with projects such as envelope stuffing, collating, labeling, typing, and processing records if approved by the Clinical Director of SCU/3rd Floor.
6. Participates in lobby emergency system testing of the lobby's and buildings alarm system.

7. Oversees the lobby area keeping the waiting area orderly and clean.
8. Operates equipment such as telephones, computers, copiers, and fax.
9. Responsible for assuring building's incoming mail is sorted and delivered to the respective units.
10. Performs other duties as may be required.

PLANNING

The position is responsible for oversight of the SeaKC lobby, telephone services, issuing garage parking passes/stickers under the direction of Security; and completion of assigned clerical assignments. These tasks are based on established procedures and practices.

SUPERVISION and COORDINATION

This position does not supervise other persons, but it is responsible for training relief and volunteer receptionist. It is responsible for communications with other NKC personnel.

EXTERNAL CONTACTS

This position has contacts with NKC staff, Medical Staff, outside agencies, visitors, vendors, repair technicians, and telephone callers.

DECISIONS

The position is responsible to the Clinical Director for Seattle Kidney Center SCU and 3rd Floor 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 address or phone locations, dispensing garage entrance badges for parking, assisting patients, deciding how to handle unusual situations, and making sure Office Services and HIPPA procedures are observed.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.

3. Physical activities require the ability to reach, sit for extended periods of time, use fingers to manipulate items, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers.
4. The physical requirements include the ability to lift/move objects weighing up to 50 pounds occasionally, and lift/move objects weighing up to 10 pound frequently.
5. The position requires visual acuity to read, work with multi-line phone system, and perform other duties.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' 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.

EDUCATION and EXPERIENCE

The Receptionist should have the equivalent of high school level training with office-related subjects. The Receptionist should have the equivalent of six months of previous receptionist experience. Typing speed of 40-50 wpm is required. Computer based skills in using Microsoft Office- Word, Excel are required. Data base skills are preferred.

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.

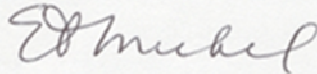
REVIEW and APPROVAL



Vice President of Clinical Services

7/26/11

Date



Vice President of Human Resources

7/26/11

Date