



## POSITION DESCRIPTION

### RECEPTIONIST / TRANSPORTER

**Reports To:** Clinical Manager of Seattle Kidney Center

**Position Status:** Non-Exempt

**Supervises:** No One

**Effective Date:** 7/18/22

## **GENERAL SUMMARY**

The Receptionist / Transportation Coordinator is responsible to the Clinical Director for the Seattle Kidney Center 3<sup>rd</sup> Floor and Special Care Units, and for facilitating the Seattle Kidney Centers building activities. This position greets patients and guests to the building providing building information and directions, telephone answering services, and distribution of badges for garage parking. Assisting in transporting Seattle Kidney Center Patient from the front door (lobby) to the unit and at the end of treatment to take patients from unit to the front door (lobby). Additionally, the position is responsible for other clerical projects.

## **DUTIES and RESPONSIBILITIES**

1. Plans and arranges day-to-day workload with supervisory and/or other personnel.
2. Performs Seattle Kidney Centers 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 within 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. Assist department with compiling data for projects and reports. This work may include works with Excel data sheets, runs reports, and creates patient information packets.
5. Assist department with projects such as envelope stuffing, collating, labeling, typing, and processing records if approved by the Clinical Manager of Seattle Kidney Centers 3<sup>rd</sup> floor and Special Care Unit.
6. Participates in testing of the lobby and buildings alarm systems.

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 and responsibilities as required.

### **PLANNING**

This position is responsible for oversight of the Seattle Kidney Centers 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 is responsible for training relief and volunteer receptionist. This position is responsible for communications with other NKC personnel. Must maintain excellent working relationships with patients, staff, and outside transportation agencies.

### **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 Manager for Seattle Kidney Centers 3<sup>rd</sup> Floor and Special Care Unit 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, assisting patients in and out of wheelchairs, transporting patients to and from treatment areas, deciding how to handle unusual situations, and making sure Office Services and HIPAA 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. Duties and responsibilities are performed in a health care environment. Employee is not substantially exposed to adverse environmental conditions.

4. 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, wrist, and fingers.
5. The physical requirement includes the ability to lift/move objects weighing up to 200 pounds occasionally, and lift/move objects weighing up to 50 pounds frequently.
6. The position requires visual acuity to read, walk, push, pull, 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.

### **EDCUATION and EXPERIENCE**

This position should have the equivalent of a high school level training with office-related experience. Excellent work history, interest in the healthcare field, and ability to communicate effectively with a diverse group of patients, patients' family, NKC staff, medical staff, drivers, and volunteers. Computer based skills in using Microsoft Office- Word, Excel are required. Data base skills.

**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 & APPROVAL**

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Vice President of Clinical Services/CNO

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Date

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Interim Vice President of Human Resources

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Date