



# PALOUSE CARE NETWORK

**TITLE:** Receptionist  
**REPORTS TO:** Office Manager  
**SUPERVISES:** N/A  
**RANKING:** Non-Exempt/Hourly (Full-time = 30-35 hours per week)

## PRIMARY FUNCTIONS AND RESPONSIBILITIES

### **Objectives of the Position:**

*The receptionist attends to all visitors, patients, clients, and callers in a friendly and professional manner. The receptionist ensures proficient administrative flow of all appointments and office procedures.*

### **Key Skills and Competencies:**

- committed Christian, demonstrating a growing personal relationship with Jesus Christ
- friendly and able to provide excellent customer service
- strong verbal and written communication skills
- good telephone and administrative professionalism
- strong team player with good interpersonal skills
- self-motivated with a desire to continually improve processes
- ability to multi-task and maintain quality in a fast-paced environment
- strong organizational and time management skills
- strong word processing and data entry skills
- experienced in use of office technology, equipment, and software applications

### **Specific Job Tasks and Responsibilities:**

- schedule appointments and monitor scheduling calendar
- answer phones according to procedure
- monitor activity in reception areas and maintain security awareness
- maintain patient and client records
- manage patient, client, and visitor flow from initial contact through the check-out process
- comply with current HIPAA guidelines maintaining confidentiality of personal information
- assist office manager with duties as assigned

### **Education and Experience:**

- high school degree required with some college preferred
- previous reception and office experience preferred