

# RECEPTIONIST

## DESCRIPTION

The Receptionist position for Appalachian Mountain Project Access functions in a non-profit, non-clinic setting and has the responsibility of greeting patients and visitors in the office, answering phones and taking messages, and tracking appointment attendance. This person will give a positive first impression of the organization using effective communication.

## JOB DUTIES INCLUDE

- Greet Patients and Visitors with a positive, helpful attitude
- Answer the main phone line as well as the dedicated provider line, directing callers to appropriate destinations, answering general inquires, and providing accurate information
- Assist with creation of process documents
- Help maintain workplace security by maintaining visitor logs and badge checking
- Assist with a variety of administrative tasks including copying, faxing, scanning and taking notes
- Provide excellent customer service
- Assist with conducting pre-screening phone calls and scheduling enrollment appointments when Referral Specialist(s) unavailable
- Conduct patient appointment reminder calls
- Aid in transition of paper files to electronic copies
- Data entry and tracking of appointment attendance
- Receive order deliveries
- Assist with other activities as assigned by the Executive Director

## JOB EXPECTATIONS INCLUDE

The Receptionist will be able to navigate Microsoft Office products such as Outlook, Word, Excel, Power Point; an email account and shared calendar; operate office equipment such as a copier/printer/scanner, postage machine, etc. S/he will be able to make appropriate and competent detailed notes into a database system. S/he will be professional as well as get along with a small office staff. The Receptionist will be able to communicate and interact with medical providers and staff as well as patients and patient families. S/he will maintain confidentiality of all patient data and organization operations/strategic planning. S/he will adhere to a Code of Ethics and perform in keeping with the organization's Policies & Procedures, Employee Handbook, and all applicable laws/regulations. S/he will either have or gain knowledge regarding the various insurance options and community resources. S/he will maintain empathy while establishing and preserving appropriate boundaries. The Receptionist will be willing to learn, teach, and advocate for the organization's mission, vision, and various program aims. S/he will be punctual, dependable, flexible and able to contribute to tasks and projects that may not necessarily fit within the above job description.

## **JOB QUALIFICATIONS INCLUDE**

- Associate's or bachelor's degree in related field
- Prior experience as receptionist or in a related field (*experience may be considered in lieu of degree*)
- Spanish-Speaking Bi-Lingual a plus
- Experience working with underserved populations
- Excellent written and verbal communication skills
- Competency in Microsoft applications including Word, Excel, and Outlook
- Good time management skills
- Experience with administrative and clerical procedures
- Must be able to adapt to stressful and quick changing environment
- Must pass background check and drug test
- Some travel may be required

Salary: \$21-26K per year depending on experience (extensive PTO package offered; medical benefits not offered)

Submit Cover Letter, Resume and References to:

Email: [Andrea@projectaccesseasttn.org](mailto:Andrea@projectaccesseasttn.org) or Fax: 423-232-6707

For more organization information please see attached brochure or visit

[www.projectaccesseasttn.org](http://www.projectaccesseasttn.org)