

	Job Title: Receptionist Department: Administrative
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Accountability Objective:

The Receptionist is accountable to perform clerical support in an efficient manner in accordance with established procedures and as directed by the Administrator of Office Manager.

The Receptionist is delegated the administrative authority, responsibility, and accountability necessary for carrying out the assigned duties.

Reporting Relationship:

This position reports to the Office Manager or Administrator.

Qualification:

- Must be at least 18 years of age.
- Must be high school graduate or equivalency.
- One year’s experience in a clerical position is preferred.

Specific Requirements:

- Must be able to read, write, speak, and understand the English language.
- Must possess the ability to make independent decisions when circumstances warrant such action and to remain calm during emergency situations.
- Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- Must be knowledge of administrative practices, procedures, and guidelines.
- Must be possess a cheerful personality and be able to work harmoniously with other personnel.
- Must possess the ability to minimize waste of supplies, misuse of equipment, etc.
- Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing practices.
- Must be able to understand and carry out written and oral instructions.
- Must be able to type a minimum of 35 words per minute.
- Must be knowledge of computers, calculators, system applications, and other office equipment.
- Must not pose a direct threat to the health or safety of other individuals in the workplace.

Physical and Sensory Requirements (with or without the aid of Mechanical Devices)

- Must be able to move intermittently throughout the workday.
- Must be able to speak and write the English language in an understandable manner.
- Must be able to cope with the mental and emotional stress of position.
- Must possess sight/hearing senses or use prosthetics that will enable these senses to function adequately so that the requirement of this position can be fully met.
- Must function independently and have flexibility, personal integrity, and the ability to work effectively with residents, personnel, and supports agencies.

- Must meet the general health requirements set forth by the policies of this facility which include a medical and physical examination.
- Must be able to relate to and work with ill, disabled, elderly, emotionally, upset and at times, hostile people within the facility.
- Must have a pleasant speaking voice.
- Must be able to push, pull, move, and/or lift a minimum of 25 pounds.
- May be necessary to assist in the evacuation of residents during emergency situations.

Job Duties:

Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

Administrative Functions:

- Receive and follow reception schedule/instructions from your supervisor and as outlined in our established policies and procedures.
- Operate paging/telephone system as required and outlined in our paging policy.
- Answer telephones; determine nature of call and direct caller to appropriate individual or department in a kind, courteous a helpful manner.
- If appropriate individual cannot be located, take a detailed message and ensure that it is delivered to appropriate personnel.
- Receive inquiries and release information in accordance with established policies and procedures.
- Maintain a current file/listing of residents by name and room number, emergency hone numbers of on-call personnel, department extensions, key personnel, etc.
- Maintain a current listing of critical residents and/or residents who may not receive phone calls due to their condition. (May refer such calls to Nurse Supervisor/Charge Nurse.)
- Greet visitors. Direct to appropriate office and/or resident room.
- Give directions/information to visitors, guests, residents, sales representatives, etc.
- Offer beverages to visitors waiting on administrative personnel as appropriate.
- Monitor presence and location of sales representatives in the facility.
- Ensure guests/visitors abide by existing rules and refuse admission to persons as directed.
- Report suspicious persons/information to supervisor immediately.
- Assist with administrative duties as directed. (Includes typing, filing, posting, accounts, Etc.)
- Receive, sort, and distribute mail as directed.
- Operate copier, office machines, etc., as directed.
- Operate computer as directed.
- Order supplies as directed.
- Assist department directors in administrative matters, (i.e., typing reports, correspondences, etc.)
- Agree not to disclose resident's protected health information and promptly report suspected or known violations of such disclosure to the Administrator.
- Report any known or suspected unauthorized attempt to access facility's information system.
- Other related duties and responsibilities that may become necessary or appropriate.

Committee Functions:

- Serve on, participate in, and attend various committees of the facility, as required, and as appointed by the Administrator.

Personnel Functions:

- Report known or suspected incidents of fraud to the Administrator.
- Ensure that departmental computer workstations left unattended are properly logged off or the password protected automatic screen-saver activates within established facility policy guidelines.

Staff Development:

- Attend and participate in in-service educational classes on-the-job training programs as directed.
- Attend and participate in workshops, seminars, etc., as approved.
- Create and maintain an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment throughout the facility.
- Attend and participate in facility mandatory in-service training programs as scheduled (e.g., OSHA, HIPAA, Abuse Prevention, etc.)

Safety and Sanitation:

- Follow all established safety procedures and precautions when operating office equipment.
- Report equipment malfunctions or breakdowns to your supervisor as soon as possible.
- Follow established regulations governing the use of labels and MSDSs for hazardous chemicals with the department.
- Follow established ergonomics policies and procedures governing lifting techniques, repetitive tasks, and the use of safety equipment and supplies to prevent work-related injuries and illnesses.
- Report hazardous conditions or equipment to the Office Manager or Administrator immediately.
- Other(s) that may become necessary/appropriate to assure that the facility is maintained in a clean, safe and sanitary manner.

Equipment and Supply Functions:

- Assure that an adequate supply of accounting supplies and equipment are on hand to meet the day-to-day operational needs of the facility.
- Report equipment and office supply needs to the Administrator.
- Request repairs for office equipment as necessary.
- Ensure that work/assignment areas are neat, clean, and office equipment is covered before leaving such areas on breaks, end of workday, etc.

Budget and Planning Function:

- Report suspected or known incidence of fraud relative to false billings, cost reports, kickbacks, etc.

Residents Rights:

- Maintain the confidentiality of all resident care information including protected health information. Report known or suspected incidents of unauthorized disclosure of such information.

- Knock before entering a resident’s room.
- Ensure that the resident’s rights to fair and equitable treatment, self-determination, individuality, privacy, property and civil rights, including the right to wage complaints, are maintained at all times.

Miscellaneous:

- General typing.
- Make photocopies when necessary.
- Other miscellaneous office duties as directed by the Administrator.

Universal Precautions Risk Classification Categories:

1. Tasks may involve exposure to blood and/or body fluids.
2. Tasks do not involve contact with blood and/or body fluids, but could result in performing category one tasks.
3. Tasks do not involve any risk of exposure to blood or body fluids.

*The classification for this description is a **Category 2**.

Acknowledgment:

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position of Accounts Receivable Bookkeeper and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I understand this job description is not an exclusive list of the job duties assigned; I understand the job description may be altered by management.

Date

Signature

Date

Signature-Office Manager or Administrator