



## Meeting Street

### **JOB VACANCY NOTICE**

**POSTED: 6-16-10**

<b>Job Title:</b> Receptionist	<b>Program:</b> Administration
<b>Supervisor:</b> Assistant Finance Director	<b>Working Hours:</b> 20
<b>Position Supervised (if any):</b>	<b>Job # 001005</b>

*Critical features of this job are described below. They are subject to change at any time as duties, tasks and functions are assigned or re-assigned by management.*

**SUMMARY OF MAIN DUTIES:** Handle the agency's phone and in-person traffic including, but not limited to, routing of calls to appropriate staff, taking messages as required; greeting and directing clients, applicants, and all visitors in a professional manner. Ensure that all patients, visitors and callers connect with their appropriate parties. Collect co-pay and confirm occurrence of all on-site appointments as appropriate. Maintain the upkeep of the lobby and adjacent family conference room. This position serves as the "first impression" of Meeting Street and must represent the values of the agency at all times.

### **JOB DUTIES:**

1. Answer a multi-line telephone system, record messages with accuracy, utilize paging system, and otherwise serve callers and visitors in a professional and courteous manner.
2. Retrieve messages from the agency's general voice mail box and route as needed.
3. Insure that all visitors sign the Visitor's Register and obtain a visitor's badge upon arrival.
4. Communicate with callers, clients, and all visitors in either English or Spanish.
5. Produce client appointment list for Outpatient Services on a daily basis (this list tells the Receptionist which clients are expected each day, which staff person they are coming to see, and the time of their appointment; it serves as a check-in list for the day's clients).
6. Record appointments and collect co-payments for Outpatient Services.
7. Confirm appointments for following day.
8. Reschedule cancelled appointments as appropriate.
9. Fill vacant time slots created by cancelled appointments utilizing wait list.
10. Verify client insurance is active and details are accurate.
11. Utilize the agency's two-way radio communicators to locate certain personnel, including the nursing staff in an emergency.
12. Oversee appearance of main lobby and family conference room, including monitoring toys for cleanliness and for child safety purposes; arrange for housekeeping services as needed.
13. Take pictures for staff identification and visitor badges.

### **PROFESSIONAL STANDARDS, EXPERIENCE, TRAINING AND/OR EDUCATION NEEDED:**

#### **A. SKILLS**

- Experience in handling busy, multi-line telephone system
- Bilingual; Spanish required
- Excellent Customer Service Skills
- Ability to remain calm when visitors/clients are upset
- Computer skills, including Microsoft Word and Outlook
- Accurate keyboarding and general office skills
- Ability to prioritize
- Ability to multi-task

#### **B. PROFESSIONAL AND LEGAL STANDARDS**

- Use and disclose PHI only as authorized, as necessary to carry out job duties
- Complete privacy and security training
- Report suspected violations including those of a business associate

#### **C. EXPERIENCE**

- 1-2 years experience as a receptionist/switchboard operator using a multi-line telephone system

**D. TRAINING AND EDUCATION**

- High School Diploma or GED
- Some secretarial/business school education preferred

**E. PHYSICAL REQUIREMENTS**

- Sitting for long periods of time
- Light lifting, standing, bending

*For a copy of the job description, job vacancy application, or other inquiries contact Doris Brissette Ext. 280*

**Application Deadline:**

**To apply for this position, please submit a completed Job Vacancy Application to:**

Forward Resume to: (Please refer to job #'s 001005 when applying)

Doris M. Brissette Human Resources Manager

Meeting Street 1000 Eddy Street, Providence, RI 02905

Tel: 401-533-9280, Fax 401-533-9101 or email: [resumes@meetingstreet.org](mailto:resumes@meetingstreet.org)