

Job Title: Receptionist

Supervisor: Business Office Manager

Supervisory Duties: None

Educational Requirements: High School Diploma or equivalent preferred

Experience Required: Experience in a customer service environment preferred

Skills, Knowledge, Abilities: Basic office environment skills (phone calls, customer service, etc.), Basic computer operating systems, good written & verbal communication skills, ability to work as part of a team, willingness to learn, ability to work in fast-paced environment, ability to multi-task

Expected Responsibilities:

1. Excellent customer service skills
2. Answering multi-line telephone calls
3. Greeting/checking in/guiding patients as they enter the building
4. Relaying messages/prescriptions to doctors, management, and co-workers
5. Entering patient/insurance information accurately
6. Fax correspondence to other area doctors
7. Patient welcome letters
8. Assist other business office operations
9. Confirm appointments through Solution Reach
10. Set up appointment reminders/calling early appointment reminders
11. Assist in mailings for re-calls
12. Assist in general opening and closing duties
13. Assist in basic housekeeping/cleaning duties
14. Manage office supplies and inventory
15. Work with various insurance companies for patient payment and service
16. Oversee patient flow and doctor scheduling
17. Updating schedules throughout the day—adding/deleting/filling schedules as needed
18. Take basic payments for contacts and dispense contacts if needed
19. Scanning paperwork and other associated HIPPA requirements

All employees of Advanced Eye Care are expected to follow HIPPA confidentiality rules and regulations and operate in their work space safely and efficiently. All job descriptions are general, and other responsibilities may arise in the course of normal work.