

Innovative Services NW Job Description

Job Title: Front Desk Receptionist



CLASSIFICATION: 03

HOURLY/SALARY RANGE: 14.50

REPORTS TO:

EFFECTIVE DATE:

SUMMARY: This position will provide front desk assistance to support all program areas. Responsibilities include checking in clients for Pediatric Therapy. Front desk receptionist work and general office responsibilities including confidential document handling, assisting with organization's projects, and other general office duties as assigned. The Receptionist must be able to pass a credit history check in order to accept payments for services, and, maintain confidentiality when dealing with client information and organizational records.

ESSENTIAL FUNCTIONS:

- Greet client, families and guest in a professional friendly hospitable manner.
- Read schedules, check in all Pediatric Therapy Clients and collect payments as needed.
- Operate cash register and card reader systems.
- Answer and transfer a large volume of phone calls.
- Learn programs and direct clients to the appropriate areas.
- Maintain outlook calendar including reserving meeting accommodations.
- Assist with all receptionist and general office duties as assigned.
- Organize job functions and work area to effectively complete varied assignments within established time frame.

COMPETENCIES:

Customer and Personal Service - Knowledge of principles and processes for providing outstanding customer service. This includes customer needs assessments, meeting quality standards for service, and evaluation of customer satisfaction.

Clerical- Knowledge of administrative and clerical procedures and systems such as Data Entry, Electronic Medical Records. Faxing, scanning, filing and creating and maintaining files. Designing forms and other office procedures.

English Language- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

SUPERVISORY RESPONSIBILITY: N/A

WORK ENVIROMENT: The noise level in the work environment is usually moderate to loud, and requires the ability to focus despite the auditory distractions.

PHYSICAL DEMANDS: While performing the duties of this job the employee is occasionally requires to stand, walk, sit, use hands to finger, handle, or feel objects, tools or controls. Reach with hands and arms, talk and hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job includes close vision, distance vision, color vision.

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POSITION TYPE AND EXPECTED HOURS OF WORK: Hours of work are Monday -Friday 2pm -6pm.

TRAVEL: N/A

REQUIRED EDUCATION, CERTIFICATION(S) AND EXPERIENCE

- Proficient with PC computers and Microsoft Office products Word, Excel, Outlook
- Experience in general office duties
- Adaptable to changing schedules and tasks
- Able to multi task, prioritize and meet deadlines
- Maintain a high degree of confidentiality.
- Excellent written and verbal communication skills
- Must be able to pass a criminal history check and credit history check.

AAP/EEO STATEMENT:

Innovative Services NW provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURES:

This job description has been approved by all levels of management:

Manager _____ Date _____

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HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____