



## **JOB DESCRIPTION**

**POSITION:** Call Center Medical Receptionist

**LOCATION:** Springfield, PA

**REPORTS TO:** Practice Administrator

**DATE POSTED:** October 6, 2017

### **EDUCATION AND EXPERIENCE:**

1. High school diploma or equivalent.
2. Minimum two years of experience in the medical practice, customer service, or hospitality industry.
3. Proficiency with Microsoft Office Suite software and familiarity with EMR platforms preferred.

### **ESSENTIAL SKILLS AND ABILITIES:**

1. Friendly, upbeat personality. Demonstrates genuine concern for others.
2. Excellent customer service and communication skills.
3. Collaborative and able to work as a team player.
4. Ability to perform multiple tasks simultaneously while maintaining strict attention to detail.
5. Superior verbal and written communication skills.
6. Flexibility and willingness to adapt to change.
7. Ability to work under pressure in a fast-paced environment.
8. Professional appearance and demeanor.

### **RESPONSIBILITIES AND DUTIES:**

1. Answer telephone promptly and in a polite, professional manner. Direct calls to other departments as required.
2. Schedule patient appointments as requested and make calls to reschedule appointments when necessary.
3. Obtain accurate demographic information and enter into patient record.
4. Inform caller of items to bring to appointment including insurance card, medication list, office visit fee, etc.
5. Remind caller to arrive 15 to 30 minutes before scheduled appointment if completing paperwork on site, otherwise, download from MEI website for completion in advance of appointment.
6. Inform caller of cancellation/no-show policy.
7. Answer questions and offer other educational information.
8. Other duties as assigned from time to time.