

# Johnson Memorial Health Services

## Job Description

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**Position:** Outreach Receptionist  
**Department:** Outpatient Services  
**Reports To:** Hospital Director of Nurses  
**Days/Hours:** 5 Days per Week / 72-80 Hours per Pay Period  
**Effective:** July 2020 **Reviewed/Revised:**

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### **JOB SUMMARY**

Responsible for receiving phone calls, scheduling appointments, and greeting patients of Johnson Memorial Health Services. Communicate between patients, providers, and ancillary departments. Oversees outpatient flow and helps ensure an effective, efficient, and friendly environment for internal and external customers.

The Receptionist position is accountable for the following items:

- Being courteous and professional when answering the phones.
- Projecting a positive image of JMHS in all interactions.
- Effectively provide information to the public and/or refer them to the appropriate person.
- Registering patients with a caring and helpful attitude.
- Working closely with the Collections Clerk on all self-pay patients.
- Gathering all necessary information needed from the patient at the time of registration.
- Scheduling appointments for outreach appointments.
- Following the Standards of Behavior at all times.
- Following JMHS' safety and infection control policies.
- Assuming other responsibilities as assigned by manager.
- Assisting with rooming patients if needed.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Must have a high school diploma or G.E.D.
- Health care or reception experience preferred
- Ability to communicate effectively with the public, patients, and co-workers
- Be able to work closely with co-workers and patients
- Good telephone and computer skills
- Experience with computer software - Microsoft Word, Outlook, Excel, and an EMR preferred
- Ability to learn new processes
- Handle stressful situations calmly
- Ability to multi-task
- Good organizational skills
- Detail oriented
- Friendly personality

**MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS**

**SUPERVISORY RESPONSIBILITIES (if applicable):**

- Ability to oversee Outreach physician schedules

**MINIMUM PHYSICAL REQUIREMENTS (if any):** (The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

**Note: In terms of an 8 hour workday, “Occasionally” equals 1% to 33%, “Frequently”, 34% to 66%, “Continuously”, 67% to 100%**

<b>In an 8 hour workday, employee must:</b>									
(Hours at full capacity for each activity)									
<b>Position</b>	<b>None</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
Sit								X	
Stand		X							
Walk			X						

<b>Employee’s job requires he/she:</b>					
<b>Activity:</b>	<b>Not at All</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>	<b>Comments</b>
Bend/Stoop		X			
Squat		X			
Crawl	X				
Climb (Height 8 ft)	X				
Reach above shoulder level		X			
Crouch		X			
Kneel		X			
Balance		X			
Push/Pull (# of lbs. 50 )	X				

<b>Employee’s job requires he/she carry:</b>					
<b>Weight Carried:</b>	<b>Not at All</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Continuously</b>	<b>Comments</b>
Up to 10 lbs.		X			
11-24 lbs.		X			
25-34 lbs.	X				
35-50 lbs.	X				
51-74 lbs.	X				
75-100 lbs.	X				
Over 100 lbs.	X				

<b>Job requires employee must use feet for repetitive movements as in operating foot controls:</b>		
<b>Repetitive movements with foot controls:</b>	<b>YES</b>	<b>NO</b>
Right		X
Left		X

<b>Job requires employee use hands for repetitive action such as:</b>							
<b>Hand Repetitive Movements:</b>	<b>Simple Grasping</b>		<b>Firm Grasping</b>		<b>Fine Manipulating</b>		<b>Comments</b>
	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>	
Right Hand		X		X		X	
Left Hand		X		X		X	
Both Hands		X		X		X	

<b>Does the employee's job require:</b>			
<b>Activity</b>	<b>YES</b>	<b>NO</b>	<b>Describe if Yes</b>
Working on unprotected heights?		X	
Working on uneven terrain?		X	
Working on wet/damp surfaces?		X	
Operating moving equipment?		X	
Operating vehicles?	X		Occasionally company vehicle for meeting, etc.
Use of tools?		X	
Use of telephone?	X		
Use of keyboard/computer terminal?	X		
Working under time pressure?	X		
Working rapidly for long periods?		X	
Working alone?	X		
Close work?	X		
Good vision (close/distance/peripheral & depth perc)	X		
Good color vision?		X	
Good hearing?	X		
Good speaking?	X		
Reading?	X		
Writing?	X		
Simple arithmetic?	X		
Mathematics?	X		
Weighing and /or measuring?		X	

<b>The work environment where the job is carried out:</b>			
<b>Job environment:</b>	<b>YES</b>	<b>NO</b>	<b>% of Day Spent</b>
Indoors	X		
Outdoors		X	
At a desk or bench	X		100%
In a car or truck		X	
In an office	X		

<b>Is the employee exposed to:</b>			
<b>Exposed to:</b>	<b>YES</b>	<b>NO</b>	<b>Describe if Yes</b>
Bloodborne Pathogens/Infectious diseases?		X	
Chemicals/respiratory hazards?		X	
Noise?		X	
Dust, fumes & gases?		X	
Extreme heat or cold?		X	
Cramped areas?		X	
Working close to electrical current?		X	
Other hazards?		X	

<b>Exposure Determination: For More Information: See Your Supervisor</b>					
<b>Category I</b>		<b>Category II</b>		<b>Category III</b>	
Tasks that routinely involve exposure or potential exposure to blood, body fluids or tissues.		Tasks that do not routinely involve exposure to blood, body fluids or tissues, but exposure or potential exposure may be required as a condition of employment.		Tasks that do not routinely involve exposure to blood, body fluids or tissues (persons in this category are not called upon to perform or assist in the emergency medical aid or to be potentially exposed in any other way as a condition of employment.	
<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>	<b>YES</b>	<b>NO</b>

	X		X		X
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**MENTAL DEMANDS:**

<b>Does the employee's job require:</b>		
<b>Activity</b>	<b>YES</b>	<b>NO</b>
Ability to plan, organize and delegate responsibilities to subordinates while maintaining quality standards throughout one's own performance.	X	
Excellent communication skills are required for interactions with management, staff, patients, residents, clients, etc.	X	
Must be able to analyze situations and select a course of action.	X	
Must be capable of multi-step and sequential problem solving activities: that include comparing, analyzing and calculating data relevant to the facility.	X	
Must be flexible and willing to undertake a variety of tasks.	X	
Must possess the ability to accept change and respond appropriately.	X	
Must possess the ability to understand and communicate both verbally and in written form in the English language since instructions, labels and other documents are in English.	X	
Must possess visual and mental attention to position content with accuracy.	X	
Must possess excellent memory and organizational skills.	X	
Must possess the ability to work independently and make decisions that require initiative and judgment in order to effectively plan, organize and delegate work assignments.	X	

**DISCLAIMER:**

The above statements are not intended to be an all-inclusive list of job duties, responsibilities, skills or abilities required to perform this job. Rather, they are intended to only describe the general nature of the position. Johnson Memorial Health Services reserves the right to modify job descriptions as necessary to meet the needs of the organization. JMHS is an Equal Opportunity Employer.

Employee signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor signature: \_\_\_\_\_

Date: \_\_\_\_\_