



Department:	Administration
Job Title	Receptionist
Reports to	Customer Relations Manager

Type of position:	Status:	Notes:
<input type="checkbox"/> Full-time	<input type="checkbox"/> Exempt	This position works in collaboration with another part-time receptionist to ensure full-time coverage of the reception area from 8am to 4:30pm, Monday through Friday. The ability to flex hours to full-time when needed is essential.
<input checked="" type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt	
<input type="checkbox"/> Per Diem		
<input type="checkbox"/> Zero		

Reviewed by:	Title:	Date:
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POSITION SUMMARY

The receptionist greets and directs visitors, answers a **multi-line telephone**, and performs general clerical and customer service work in support of Hospice Alliance clinical and business operations. This position serves as the first point of contact with visitors and customers and provides assistance to individuals by providing general information; answering the main phone line; taking and relaying messages to the appropriate personnel in a timely manner; and performing general clerical duties such as data entry, typing and faxing.

ESSENTIAL DUTIES (LISTED IN NO PARTICULAR ORDER)

- Greets and directs visitors in a professional, positive, friendly and welcoming manner.
- Answers the switchboard and directs callers to the appropriate staff member. May transfer a call to the staff member's voice mailbox or cellular phone (if at work but away from their desk) when the staff member is not available and the caller does not need immediate assistance.
- Adept at using all features of the telephone and voice mail system.
- Performs various administrative and data entry functions such as, verifying visits, batch postings, typing, copying, and filing.
- Coordinates card giving for staff birthdays, work anniversaries, and other major life events.
- Maintains, updates and distributes the employee directory.
- Coordinate the volunteers assigned to assist the receptionist with the data entry and keeps the volunteer coordinator informed of any concerns.
- Coordinates work schedule with the other receptionist and flexes work hours from part-time to full-time to ensure fulltime coverage of the reception area to cover for each other's time off.
- Participation in Hospice Alliance town hall meetings, team meetings, trainings, memorials and other events.
- Performs other duties as assigned consistent with skills and training and the mission and goals of Hospice Alliance.

EDUCATION, LICENSING AND CERTIFICATION REQUIREMENTS

1. High School Diploma and/or Associates Degree in related field. Related work experience may be substituted for the higher education requirement.

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EXPERIENCE AND SKILLS	
<ol style="list-style-type: none"> 1. Prior experience working in a medical environment is highly desirable 2. Good written and verbal communication skills. 3. Exceptional telephone etiquette and internal and external customer service skills. 4. Excellent time management and organizational skills are essential. 5. Critical thinking skills and ability to solve problems. 6. Strong computer skills are required, such as, email, and prior experience working with electronic medical records. 	
PHYSICAL DEMANDS AND WORK ENVIRONMENT	
<p>Work is conducted in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.</p>	

Employee Acknowledgment: I have received a copy of my job description and understand the duties and responsibilities of the position.

Employee

Date

Human Resources

Date