



## **Job Description: Front Desk Receptionist**

**Reports to:** Vice President of Operations

**Supervises:** N/A

**Shift Hours:** Part-time, Non-exempt. Follows agency's business hours, Monday-Thursday 9am-5pm.

### **Position Summary:**

Answers telephones and provides primary assistance for all callers in a compassionate, caring, and professional manner. Assists the organization with a variety of general administration and clerical tasks including handling medical record requests, copying, filing, general correspondence, and mailings. Provides clerical and project support for volunteer efforts and special events. Responsible for receiving and distributing office supplies.

### **Core Responsibilities:**

- Responsible for clerical functions including but not limited to answering telephones, receiving & distributing all mail and routine correspondence, filing, scheduling meetings and record keeping.
- Responsible for directing patient callers to the appropriate health centers and answering basic questions about Shepherd's Hope services and eligibility requirements.
- Responsible for opening and distributing mail, including scanning pertinent information to finance, human resources, administration, and clinical departments.
- Responsible for maintaining office equipment such as the postage and copy machines.
- Responsible for providing guidance and information to non-patient callers including pharmacy inquiries, medical records, case management, donation requests, and volunteer inquiries.
- Provides support and training to Front Desk Volunteers to assist with answering the telephones.
- Responsible for processing all medical records' requests including subpoenas as well as receiving bills and creating charity letters to send to medical providers.
- Manages conference room schedule and rental opportunities when needed.
- Assists with printing and translation of clinic forms.
- Assists with special projects and fundraising events.
- Responds to email and telephone correspondence in a prompt and timely manner.
- Other duties as assigned.



### **Organizational Responsibilities:**

- Values, Ethics, and Integrity: Is ethical and exercises high integrity in all decisions/actions. Takes responsibility for own actions. Honors the organizations values of faith, respect, people, and service.
- Community of Learners: Attends trainings or utilizes other resources to keep up with trends and latest research and uses results to improve programs/departments. Embraces learning and strives for self-improvement. Shares information with team members.
- Accountability: Uses organizational knowledge to continually identify and recommend innovative ways to increase productivity and profitable revenue growth. Sets and pursues goals to impact productivity and profitable revenue growth and works aggressively to achieve them.
- Teamwork: Develops and maintains positive and collaborative relationships with others to get the job done. Inspires others and helps them embrace the vision of Shepherd's Hope. Assists in creating and building a positive agency culture. Seeks input from team members and builds consensus. Is a role model for respecting and valuing team members and patients' differences, perspectives, and unique attributes and won't ask staff to do something they wouldn't do themselves, inspires others.
- Financial Acumen: Has comprehensive knowledge of relevant business variables/levers through which performance can be meaningfully improved and executes based on this knowledge.
- Community and Stakeholder Partnerships: Builds partnerships with community groups/businesses to support agency goals, engages in community activities to spread the word about Shepherd's Hope and assists in furthering the positive reputation of Shepherd's Hope.
- Coaching: Provides regular, timely, specific, and candid feedback and appreciation, including both constructive and positive messages (praising in public/criticizing in private). Teaches others both how something is done and why it is done to ensure full understanding, Serves as a mentor and guide. Team members are comfortable bringing issues and feedback.
- Conflict Resolution: Proactively searches for ways to resolve current or potential conflict in a manner that addresses the root cause of the issue and meets the needs of individuals and the organization. Generates win-win solutions to conflicts.



- **Problem Solving:** Is an innovative problem solver who looks for new and better ways to achieve agency goals and is open to and shares new ideas.
- **Human Resources Development:** Assists with the recruitment, selection, nurturing, and retention of effective teams, designs and implements comprehensive on-going professional growth opportunities for team members.
- **Compliance/Follow Up:** Adheres to state and federal state laws/mandates and policies. Shepherd's Hope policies and procedures and deadlines. Timely completes and turns in reports/other documents. Does what they say they are going to do, organized, meets deadlines, and communicates if unable to meet deadlines, maintains commitment to goals in face of obstacles and frustrations, has a strong sense of urgency about getting work done.
- **General Leadership:** Is a visible and accessible leader, works well under pressure, keeps a positive image.
- **Safety and Security:** Supports and promotes the confidential nature of patient, donor, and employee matters and encourages all to uphold the highest level of confidentiality. Works to protect patients, volunteers, staff, and all visitors from hazards seen and unseen.

**Physical Requirements:**

Must be able to read, write, and speak professionally and will often have extended durations of time seated.

**Preferred Qualifications:**

- Comfortable working in a faith-based setting and adapting to organizational changes as needed.

**Education and/or Experience:**

- Fluency in English and Spanish required.
- Minimum of three years office administrative experience required.
- Must be a highly organized, dependable professional with excellent communication and telephone skills and the ability to multi-task in a busy office setting.
- Computer proficiency in Microsoft Word, Excel and Outlook required.

**Compensation Range:**

This is a part-time position and salary commensurate with experience.



**Benefits:**

Eligible for benefits.

Shepherd's Hope is an equal opportunity employer. It is our policy to recruit, hire and promote persons in all job classifications without regard to race, color, gender, age, religion, national origin, disability, veteran status, marital status, or sexual orientation.

**Acknowledgement of Receipt of Job Description**

- I have received a copy of the Job Description for my position of \_\_\_\_\_ and read and understand the duties and responsibilities and key relationships as described therein.
- I understand that the duties, responsibilities, and key relationships described in this job description and elsewhere are subject to change at the discretion of my employer at any time.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Job Description for my position.

\_\_\_\_\_  
Employee (signature)

\_\_\_\_\_  
(Date)

- I acknowledge I have reviewed this Job Description with above employee, answered all questions, and provided a copy to the employee and HR Department.

\_\_\_\_\_  
Manager (signature)

\_\_\_\_\_  
(Date)