

## **POSITION ANNOUNCEMENT**

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**POSITION:**           **HHS RECEPTIONIST**

**DEPARTMENT:**    Bay Mills Health Center-Support Services           **GRADE: 8**

**REPORTS TO:**     Business Office Manager                           **STATUS: Non-Exempt**

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### **POSITION SUMMARY:**

The Health and Human Services Receptionist will provide clerical support to carry out Department functions including receiving and announcing clients, answering incoming telephone lines, filing, typing and other clerical tasks as assigned. The Receptionist is responsible for maintaining the reception area in a professional, courteous and efficient demeanor, one that protects the patient rights to service in a confidential and private manner, following HIPAA guidelines.

### **ESSENTIAL FUNCTIONS:**

1. Greets public in a friendly, respectful manner. Address walk-ins and crisis according to policies and procedures in each department.
2. Provide clerical support to all health and human service programs and Medical/Dental when needed.
3. Assist in maintenance of various filing systems.
4. Attend meetings and trainings as necessary.
5. Assists in the arrangement and coordination of schedules, meetings, and other communications.
6. Answers telephone in a courteous and professional manner. Transfer telephone calls and/or takes messages for the appropriate person.
7. Schedule appointments in accordance with Policies and Procedures.
8. Collect data on new/established patients to establish/maintain patient record. Update information at each patient visit in RPMS, VistA, Medic, Dentrix, or other software. Assure that the patient bill of rights and patient responsibility brochures are provided to all patients of record and noted on patient's chart, assist patients to sign release of information forms and other necessary forms for medical record.
9. Collect co-pays on dates of service, assisting billing to collect payment for services of sliding fee and self pay patients on date of service.
10. Work in conjunction with Health and Human Services staff to assure knowledge of new services.
11. Assures patient privacy and confidentiality in the reception area and other locations within the health center, according to HIPAA guidelines.

12. Other duties may be assigned within the scope and complexity of this position's essential functions.

**PHYSICAL REQUIREMENTS:**

While performing the essential functions of this position, the employee is required to sit, stand, walk, reach and bend. The job may occasionally require travel for training. Employee may occasionally lift or move up to 5-10 pounds.

**POSITION REQUIREMENTS:**

1. High school diploma or G.E.D. Associate/Certificate of Medical Office preferred.
2. Possess secretarial skills, training, and experience in office practices and training in telephone answering protocols for a Health and Human Services setting.
3. Must be computer proficient, must learn other management information systems used for patient registration (RPMS, Misys Tiger, etc.) in the facility.
4. Knowledge of HIPAA and confidentiality requirements.
5. Knowledge regarding medical/dental and other human services terminology.
6. Excellent communication skills required.
7. Must have an excellent past work record.
8. To perform this position successfully, an individual must be able to satisfactorily perform each function listed under the essential functions and physical demands categories of this position description.

**PREFERENCE:** Preference will be given to those of Native American descent.

**CLOSING DATE:** Open Until Filled

**APPLY TO:** Please email application and resume to Erin Forrester, HR Generalist at [eforrester@baymills.org](mailto:eforrester@baymills.org)  
Subject: HHS Receptionist

\*Applications can be found at [www.baymills.org](http://www.baymills.org) under "employment opportunities"