



<b>Job Title</b>	Clinic Receptionist	<b>Job Code</b>	HS0733
<b>Pay Plan</b>	USPS	<b>Pay Grade</b>	13
<b>Union</b>	Non-Union	<b>FLSA Status</b>	Non-Exempt
<b>Job Family</b>	Health Services	<b>Union Code</b>	0
		<b>Subfamily</b>	Medical Support

**Job Family & Subfamily Summary**

**Health Services Professionals** provide services related to the diagnosis and treatment of patients and medical support functions.

**Medical Support Professionals** provide various administrative and office support functions for a clinical operation.

**Job Summary**

Performs receptionist duties, providing patient and physician support/services.

**Representative Duties**

**1. Patient Interaction**

- Schedules appointments
- Greets and check-in patients
- Verifies patient demographics, insurance, and other required paperwork

**2. Billing**

- Collects patient balances and copays; posts payments and reconciliation
- Directs billing questions to appropriate personnel
- Balances daily financials and prepares reports, as assigned

**3. Administrative**

- Receives and directs phone calls to various departments
- Keeps record of no-show appointments
- Receives, tracks, and manages referral requests
- Imports patient documentation into necessary system
- Maintains cleanliness/appearance of waiting rooms

## Education, Experience, Skill Requirements

	Required	Preferred
Education Level	High School Diploma or Equivalent	
Certification(s)		
Licensure(s)		
<b>Work Experience</b>		
2+ years of relevant experience		
<b>Additional Requirements</b>		

## Physical/Environmental Demands

Standard office environment with no unique physical demands

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**This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all duties, responsibilities and qualifications required of the job.**