

# JOB DESCRIPTION

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Position Title: Call Center/Receptionist Department: Front Office

Reports To: Human Resources

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## **Position Summary:**

Offers friendly, courteous and confidential assistance to every patient to ensure that the patient has a positive experience while at Adult & Pediatric Urology, P.C. Maintain accurate information on each patient to facilitate the patient encounter. Uses automated systems to expedite patient scheduling and preregistration. Works with others in a team environment.

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## **Essential Job Functions:**

1. Screens incoming calls assessing urgency of call and routes calls to appropriate extension. Either in person or over the phone; interviews patients and/or family members to obtain accurate preregistration information. Prints and mails out appropriate patient information packet prior to patient appointment. Assist patient as necessary with the completion of forms.  
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  2. Consistently acts as a customer service representative for the clinic ensuring efficient communication via telephone or in person. Therefore, will seek out appropriate guidance and direction in the performance of responsibilities and duties. Demonstrates good judgment and reasoning skills.  
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  3. Verify and enter data such as demographics, insurance information into computerized scheduling and billing system with each encounter with patient. Obtain insurance referrals prior to patient's appointment. Collect patient co-payment and generate patient receipt. Keep patient appointment on schedule by notifying provider of patient's arrival.  
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  4. Establish and maintain effective working relationships with physicians, staff and management. Must be able to recognize and respond appropriately to urgent/emergent situations per protocols. Must have the ability to multi-task efficiently and effectively as necessary. Assist with the filing of medical records in designated areas according to alphabetical filing system. Process all mail documents for office.  
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  5. Must work as a team member and perform actions consistent with established Adult & Pediatric Urology, P.C. policies and procedures including standards for safety, attendance, punctuality and personal appearance. Perform other duties as assigned.  
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## **Essential Job Requirements:**

EDUCATION High school diploma or equivalent.  
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EXPERIENCE Minimum of six months medical office experience.  
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**REQUIRED SKILLS** Strong organizational and interpersonal skills. Must be familiar with computers and office equipment. Valid driver's license and current proof of insurance. Must effectively cope with typical job stress. Ability to maintain confidentiality of patient information. Multi-phone line experience. High level of skill in entering data into computer while talking with patients. Must have excellent customer service skills.

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**PREFERRED SKILLS** Six months of multi-phone line experience, preferably in a clinic setting. Medical terminology.

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**PHYSICAL REQUIREMENTS** Must have hearing that is adequate to perform job duties in person and over the phone. Must be able to communicate clearly. Normal range of hearing and vision required. Sitting for extended periods, manual dexterity to use a keyboard. Maintains good body mechanics to reduce incidence of injury

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Exempt/Non-Exempt  
(Circle one)

Full-Time/Part-Time  
(Circle one)

Permanent/Temporary  
(Circle one)

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## ***LIMITATIONS AND DISCLAIMER***

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position.

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All job requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Continued employment remains on an “at-will” basis.

_____ Employee’s Signature	_____ Date Signed / Date of Hire
_____ Human Resource’s Signature	_____ Date

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Creation Date: January 19, 2006  
Revision Date: