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**Evansville Christian Life Center**

509 South Kentucky Avenue

Evansville, IN 47714

(812) 423-9222

Administrative Receptionist

Evansville Christian Health Clinic (ECHC)

**Reports to:**  Director of Medical Care Services **FLSA Status:** Non-Exempt

**Narrative Description:**The Administrative Receptionist is responsible for handling and running the front desk as people walk into the Evansville Christian Health Clinic. Main duties include answering the phone, opening and locking up the building, interacting and directing volunteers, and warmly greeting individuals as they come in the building.

## Specific Responsibilities:

∙Works efficiently with an emphasis on departmental harmony and organization

∙ Communicates as needed with the Director of Medical Care Services to maintain volunteer information at the highest level of effectiveness

∙ Assists in maintaining the cleanliness of work area and the clinic

∙ Demonstrates a Christ-like work ethic in utilizing paid time within the clinic

∙ Portrays a Christian attitude towards clients, fellow staff members and volunteers

∙ Attends all ECHC staff meetings and ECLC meetings as requested

∙ Contact male volunteers as needed for fathers of the baby that come into the clinic

∙ Serves clients by greeting and helping them, scheduling appointments, and maintaining records and accounts

∙ Welcomes clients and visitors in person or on the telephone, and answering or referring inquiries

∙ Keeps client’s appointments on schedule by notifying the proper area of client’s arrival, reviewing daily appointments and rescheduling appointments if requested

∙ Maintains client accounts by obtaining, recording and updating personal and financial information

∙ Obtains revenue by recording and updating financial information, recording and collecting client charges, controlling client’s sliding scale fees, and filing, collecting and expediting insurance claims

∙ Maintain office inventory and equipment by checking stock to determine inventory level, anticipating needed supplies.

∙ Protect client’s rights by maintaining confidentiality of medical, personal and financial information.

∙ Maintain monthly statistics of the clinic.

∙ Performs other duties as needed to fulfill the objective of this position or as assigned by the Executive Director of ECLC and the Director of Medical Care Services

## Qualifications:

To perform this job successfully, an individual must have accepted Christ as their personal savior, be an active member of an evangelical (Bible-believing) church, and be able to carry out each of the major duties satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The following requirements are representative of the knowledge, skill, and/or ability required.

## Education and Experience:

* High School diploma or GED required
* Familiarity with phone systems
* Previous experience with Microsoft Office and Excel

## Skills Level:

* Ability to read, analyze, and interpret information accurately in order to effectively present, respond, and appropriately interact with those entering or exiting the Evansville Christian Health Clinic
* Excellent interpersonal, oral and written communication skills
* Adequate computer skills, including Word and Excel
* Customer focus with an appropriate level of professionalism
* Ability to exercise sound judgement in implementing decisive leadership and discipline according to human resource policies
* Handles pressure while having a good attitude and work ethic

## Reasoning Ability:

Ability to exercise sound judgment in implementing decisions designed to carry out the objectives of particular tasks and policies of the ECHC and ECLC programs must possess the ability to prioritize work responsibilities and must be a self-starter.

## Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle, or feel; reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, climb or balance; and stoop, kneel, or crouch. Also, the Administrative Receptionist must be able to combat frustration and personal or work stress without allowing it to interfere with their relationships with staff, volunteers, and/or clients.

## Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is normally low to moderate.

## Disclaimer:

*This job description is not all-inclusive, and employees may perform other reasonably-related business responsibilities or duties as assigned by the Director of Medical Care Services, and/or the Executive Director/CEO. This organization reserves the right to revise or change position duties as needed. This job description does not constitute a written or implied contract of employment.*

## Consent/Acceptance Clause:

*I have read and understand the above-mentioned qualifications and requirements for this job position. I meet or exceed the qualifications outlined in this job description. I am willing to carry out these specifications according to the Evansville Christian Life Center policies and procedures.*

**Employee Signature Date**