

## **MEDICAL RECEPTIONIST ASSISTANT – TRENTON COMMUNITY CLINIC JOB SUMMARY**

### **Purpose**

The Medical Receptionist Assistant will be responsible for playing an important role in keeping our clients, employees, and visitors of the Trenton Community Clinic safe by assisting the Medical Reception team with educating and screening all visitors, upon facility entrance, in accordance with the Clinic's developed COVID-19 policies, procedures and guidelines. Primary responsibilities will include welcoming and greeting all clients and visitors, provide masks and hand sanitizer, and ensure temperature screening is completed with no touch thermometer machines, etc.

This position assumes responsibilities in providing quality customer and patient services in accordance with current clinical standards, policies and procedures while providing a commitment to quality healthcare and excellent customer service. This position will be full-time, Monday – Friday, 8:00 AM to 4:30 PM. This role has been created as a result of the COVID-19 pandemic.

### **Responsibilities**

- Promotes an organizational culture that embraces the values of respect, caring, support, effective communication, teamwork, collaboration, accountability, and responsibility; and works with all staff to create and maintain a workplace environment reflective of such values
- Learn and be able to ensure compliance with COVID-19 guidelines, policies and procedures as it pertains to the Medical Reception area
- Assists the Medical Reception team with COVID-19 screening of all clients and visitors upon facility entrance which will include:
  - Welcoming and greeting all clients and visitors
  - Temperature screening
  - Providing personal protective face masks, education and enforcing of mask wearing
  - Providing hand sanitizer
- Assists with ensuring that all check-in and check-out protocols are followed
- Assists with client medication pick-up, which includes delivering client medications to the facility entrance or client's vehicle following the established process and procedure for medication check-out as developed during the COVID-19 crisis
- Assists and supports the Lead Medical Receptionist as requested in day to day tasks, and other general duties as needed
- Welcomes and greets visitors in a manner that is helpful and friendly, directing visitors to the Medical Reception desk for further information and guidance
- Ability and willingness to learn the roles of the Medical Receptionist, train to be able to assist as a back-up Medical Receptionist when needed
- Demonstrates the utmost diplomacy and tact while providing excellent customer service in all medical reception functions
- Demonstrates problem-solving and conflict resolution skills when handling patient complaints; refers patient complaints to appropriate designated personnel as needed
- Assists with maintaining inventory of office supplies and forms
- Practices safe work habits in compliance with safety rules and regulations
- Utilizes clinic resources appropriately and adheres to all guidelines, policies, and procedures
- Adheres too, and upholds HIPAA regulations, requirements, and trainings

- Maintaining medical reception area and lobby, in a manner that is organized and neat
- Participates in scheduled department meetings and clinical meetings as required and requested
- Additional responsibilities may be assigned as appropriate, this summary is not considered to encompass all responsibilities

### **Physical Demands**

- Regularly required to stand, talk and hear
- Frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms.
- Fine motor skills
- Visual acuity

### **Qualifications**

- High School Diploma or GED
- Previous medical reception experience preferred
- Valid driver's license with acceptable motor vehicle record
- Ability to learn COVID-19 guidelines, policies and procedures to be efficient with compliance
- Ability to provide excellent and friendly customer service
- Ability to demonstrate excellent observation, problem solving, verbal and written communication skills
- Ability to utilize computer systems, software's, phone systems and other standard office equipment
- Must be detailed oriented and demonstrate strong organizational and interpersonal skills
- Demonstrate awareness, sensitivity, and appreciation of Native American culture, traditions, customs and needs
- Ability to successfully pass all pre-employment requirements including a drug/alcohol test and background investigation

### **Application Details**

If you are interested in being considered for employment with the Trenton Indian Service Area, please visit the Trenton Indian Service Area Website. Applications can be printed from the website or picked up from the Trenton Indian Service Area.

Applications can be delivered to the Trenton Indian Service Area Receptionist or emailed to Lacey Hippe, HR Director at [lacey.hippe@mytisa.org](mailto:lacey.hippe@mytisa.org).