

**OPEN CITIES HEALTH CENTER, INC.**  
**JOB DESCRIPTION**

**TITLE:** SCHEDULING RECEPTION MANAGER

**JOB CLASS:** EXEMPT

**JOB RESPONSIBILITIES:** Responsible for managing all front desk registration and scheduling staff. Responsible for planning, organizing and directing all aspects of the front desk, customer service, scheduling and registration.

**MANAGEMENT RESPONSIBILITIES**

**FRONT DESK DUTIES:**

1. Supervises receptionists in both locations. Works closely with Billing Manager to ensure specific needs are met.
2. Collaborates with the Billing Manager and department managers in selecting, monitoring and evaluating all front desk/registration and scheduling staff.
3. Oversees orientation/training including cross-training to ensure staff availability/coverage requirements as a result of vacations, sickness, peak loads.
4. Manages all phone calls into organization, appointment scheduling, reminder calls and messaging.
5. Provider schedules are reviewed and appointments are scheduled. Monitors phone calls on a weekly basis and provider training and timely feedback to all staff.
6. Ensures positive customer service atmosphere and interactions in reception areas through ongoing training/development/monitoring of staff. Uses AIDET training to explain to all clients' process.
7. Trains all staff to be responsible to manage lobby environment.
8. Seeks physician/staff feedback to ensure interactions are appropriate. Investigates and resolves customer complaints bring matters to the attention of the Billing Manager and or CFO.
9. Compiles departmental data on patient caseload and physician intervals to ensure appropriate receptionist staffing levels.

10. Works with nursing department and providers (Medical, Dental, Chiropractic, Behavioral and Optical) to manage schedules and appointments.
11. Facilitates under leaderships direction customer service satisfaction survey for both locations.
12. Monitors/analyzes daily workload and productivity levels and reports to Billing Manager. Helps develops/implements policies and procedures related to receptionist functions.
13. Shows professionalism and empathy toward patients.
14. Participate in all management meetings.
15. Performs other supervisory tasks as needed.

**KNOWLEDGE:**

1. Strong Management experience
2. Knowledge of receptionist tasks.
3. Knowledge of customer service concepts and clinic policies.
4. Knowledge of business methods including productivity/workload analysis, scheduling.
5. Knowledge of the policies and procedures for front desk and billing.

**SKILLS:**

1. Skill in customer service by instructing staff and role modeling ways to create/maintain pleasant atmosphere and interactions.
2. Skill in collection/analysis/presentation of staffing, productivity and cost data on a routine and special-project basis.
3. Skill in establishing and maintaining effective working relationships with staff, patients and the public.
4. Skill in identifying and resolving problematic situations.
5. Skill in motivating and monitoring employee performance.

**ABILITIES:**

1. Ability to proficiently use arithmetic calculations in data collection and interpretation.
2. Ability to use interpersonal skills to establish/maintain cooperative relationships with patients, families, physicians, managers and other staff.

3. Ability to analyze workload requirements and schedule receptionists appropriately.
4. Ability to prepare and maintain detailed records, files, reports and other correspondence.
5. Ability to maintain confidentiality of sensitive information.

**EDUCATION:** Bachelor's degree in Business, or related field from an accredited college or University.

**EXPERIENCE:**

Minimum of five years progressively responsible customer service positions; Minimum of five years receptionist experience in a clinic setting; Minimum of five years in the medical registration field.

**RESPONSIBILITY FOR PUBLIC CONTACT:** Extensive public contact in person, on the telephone, email, and by letter.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

I have read and reviewed the job description for the position of Front Desk/Registration Manager. I understand the duties and responsibilities of this job, and agree perform these functions to the best of my ability.

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Employee Signature

\_\_\_\_\_  
Date

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Chief Financial Officer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date

*Last Updated: January 2015*