
FEATHER RIVER TRIBAL HEALTH

POSITION DESCRIPTION

JOB TITLE: LOBBY RECEPTIONIST

Grade: 4

Reports to: Administrative Assistant

Department: Administration

Classification: Non-Exempt

Supervises: None

POSITION SUMMARY:

As a member of the Administration team, this position serves as the initial contact with the agency. Greets patients and visitors and directs them to needed services. Reinforces the agency's image by creating a pleasant and positive encounter. Assists Administration with a various projects as assigned.

ESSENTIAL FUNCTIONS:

1. Answers multiple telephone lines and routes calls promptly in a pleasant manner or takes accurate messages and distributes to proper departments.
2. Greets all patients, clients, and visitors in a cheerful, courteous manner.
3. Receives, date stamps and sorts all incoming mail from the U. S. Post Office, counter services, etc., and prepares for distribution to various departments. Assists with bulk mailing.
4. Assists clients, patients, etc. with their needs by referring them to appropriate department or individual.
5. Notifies appropriate department that visitors, vendors, repair, maintenance or personnel are present.
6. Notifies supervisor immediately of any problems with the building, patients or situations that could pose a hazard to the facility.
7. Performs scheduling of various conference rooms of the agency by maintaining a calendar of events then forwards the paperwork to the Facilities Department.
8. Develops monthly staff newsletter and quarterly community newsletter.
9. Assists in the performance of multiple duties as needed for all departments.
10. Serves as part of the response team as outlined in Injury Illness & Prevention Plan.
11. Acts as distributor related to keys to GSA vehicles as required by GSA policy.
12. Maintains reception area in a neat and clean condition.

ADDITIONAL RESPONSIBILITIES:

1. Provides liaison activities and services to all departments, as appropriate.
2. Provides other allied duties as may be assigned from time to time.
3. Attend all trainings, meetings and conferences as required.
4. Works on special projects and reports as requested including accreditation and audits.
5. Performs a variety of duties as required to meet the needs of the department.

KNOWLEDGE, SKILLS AND ABILITIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

1. Ability to maintain a professional attitude and appearance at all times.
2. Ability to meet deadlines and assigned projects in a timely, efficient manner.
3. Demonstrate awareness, sensitivity and appreciation of Indian culture, traditions, customs and socioeconomic needs.
4. Pleasant personality and manner.
5. Positive attitude.
6. Ability to operate computer programs and type sufficiently to perform job duties.
7. Must have the ability to communicate and write clearly and concisely.
8. Ability to work under stressful conditions and time constraints.

9. Ability to establish and maintain effective working relationships with the public and staff in person and on the telephone.
10. Ability to work independently on a variety of responsible tasks.
11. Knowledge of modern office equipment such as POS, copier, fax, computer, and Internet.
12. Ability to be punctual with minimal absences.
13. Ability to work in a fast paced work environment.
14. Working knowledge of Word, Excel, and Publisher.

EDUCATION AND EXPERIENCE:

1. High school graduate or GED equivalent.
2. Minimum of one (1) year experience in answering multiple phone lines.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disability to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms, stoop, kneel or crouch; and talk and hear within normal range. The employee is frequently required to stand, walk, sit, climb, or balance and use taste and smell senses. The employee must regularly be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position is physically and emotionally challenging. There is a high degree of stress. Ability to deal with time constraints and emotional stress and exposure to body fluids and viruses are also essential functions of this job.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to odors and airborne particles. The noise level in the work environment is usually moderate.

Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U. S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).

Reviewed Job Description:

Employee Printed Name: _____

Employee: _____

Date: _____

Supervisor: _____

Date: _____

Executive Director: _____

Date: _____
