



An NCADD Affiliate

JAMHI Health & Wellness, Inc.

POSITION DESCRIPTION

Position: Receptionist

Status: Non-Exempt

Department: Administrative Services

Salary Range: \$18.84 - \$24.33

Supervisor: Clinical Records Specialist

Date: revised 02/28/2020

Description: Under direction of the Clinical Records Specialist the receptionist is responsible for reception area operations and provision of support services to JAMHI staff. Primary responsibilities include greeting clients and the public, answering our main phone line, transferring calls, insurance verification, collecting payments, scheduling appointments, patient appointment reminder calls, maintenance of workspace, team participation and promotion of JAMHI's wellness culture.

50 %	Client contact and scheduling appointments
30 %	Telephone Interactions
15 %	Administrative tasks
5 %	Other duties as assigned.

JAMHI Employee Expectations:

Attendance/Punctuality

- Demonstrates reliable work attendance.
- Consistently arrives, ready to work, at appointed time.
- Consistently complies with break and meal schedules.
- Consistently notifies supervisor of work absences within the appropriate time frames.

Confidentiality/Ethics

- Protects client privacy when performing duties.
- Demonstrates knowledge of Client's Rights/Responsibilities.
- Adheres to JAMHI's Code of Ethics and Conflict of Interest.
- Comply with all JAMHI P&Ps and operational guidelines and local, state, and federal rules and regulations.

Employee Relations/Appearance

- Participates in identification of problems at JAMHI and contributes to group problem solving.
- Utilizes appropriate channels of communication for conflict resolution.
- Promotes harmonious relationships and favorable attitudes among work team.
- Gives and accepts feedback in a constructive manner.
- Wears appropriate, clean attire and maintains good personal hygiene.

Safety

- Knows location and use of emergency equipment (fire alarms, extinguishers, etc.)
- Knows Emergency procedures, including proper response protocol.
- Identifies and reports any unsafe conditions in a timely manner.

Continuing Education

- Responds positively when learning needs are identified.

- Attends mandatory in-service programs.

JAMHI Pledge of Quality:

Commitment: In order to continuously improve in everything we do, we welcome, accept and act upon constructive feedback from any source.

Dedication: In order to fulfill our dedication to helping others, we work together and support each other – always.

Integrity: We keep the promises we make. We do not promise what we cannot do.

Accountability: We hold ourselves and each other accountable and responsible for our actions. WE do not look the other way. Measurements and time frames guide our progress.

Responsibility: We ALL accept responsibility to make a difference in meeting the needs of our co-workers, the customer and the community. We are ALL responsible for solutions to problems.

Recognition: We acknowledge each other's successes. We find joy in what we do daily.

Respect: We treat each other in a dignified, friendly, courteous and professional manner at all times.

Communication: We respectfully Speak, Listen and Respond to ALL individuals. We do not make assumptions. We confirm the message sent is the one received.

Team Work: We have our expectations in order to help each other succeed in our daily responsibilities. This is the success of our organization, and the success of our clients.

Position Duties:

- Greet clients or the public arriving for appointments and/or making inquiries.
- Answer telephone and transfer incoming calls to proper extensions.
- Respond to inquiries.
- Inform staff of client/visitor arrivals.
- Schedule appointments for psychiatric/medical provider, and clinicians.
- Make schedule changes as directed by clinicians and/or nurse/psychiatric/medical provider.
- Verify insurance and collect copay/deductible amounts.
- Receive payments for services and rent, and complete a receipt.
- Collect client update forms.
- Arrange postage and collection of all outgoing mail by postal service
- Receive, date stamp and sort incoming mail; place in interoffice envelope for distribution
- Send department-wide emails when someone calls in ill; late, etc.
- Faxing and copying when necessary.
- Perform daily reminder calls for psychiatric/medical provider and therapy appointments.
- Ensure daily, that Reception and Lobby area is tidy and clean
- General data entry as necessary.
- Other duties as assigned.

Minimum Qualifications:

- Requires high school diploma or equivalent.
- One year of reception, clerical, administrative support, or general office experience.
- Previous customer service experience, preferred.
- Ability to pass a criminal background check in accordance with current state regulations.
- Excellent communications skills.
- Ability to work with our diverse population with special needs.

- Ability to work within a “fast paced & high stress” environment.
- Ability to perform multiple tasks with frequent interruptions, with attention to detail.
- Knowledge of Microsoft Office Suite programs and keyboarding skills.
- Ability to maintain confidentiality.
- Ability to work independently, and as member of a team.
- Commitment to punctuality and good attendance.
- Ability to provide and maintain professional relationships with clients and their families, which allowing for mutual respect, consistency and empathy in all interactions, and appropriate ethical and relational boundaries.
- Must have valid Alaska driver’s license and be able to clear the JAMHI auto insurance screening through the independent insurance carrier and/or if driving own vehicle the minimum state liability coverage is required.

Workers Supervised: 0

Disclaimer: The statements contained in this job description are intended to describe the general nature and level of work being performed by people assigned to this position. Additional duties and responsibilities may be required of the jobholder based upon the business needs and the request of management. Employee signature constitutes employee’s understanding of the requirements, essential functions, duties, work environment, and physical requirements of this position.

Employee Signature

Date

Supervisor Signature

Date

	Never 0%	Occas. 33% of time	Freq. 45-66% of time	Contin. 67-100% of time
LIFT/CARRY				
1 to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PUSH/PULL				
1 to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 to 20 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 to 50 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
76 to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MOVEMENT				
Bend/Stoop/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below Shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Arm Use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Wrist Use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A) Grasping	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B) Squeezing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb Stairs/Ladders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surfaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surfaces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VISION REQUIREMENTS	
Depth Perception	<input type="checkbox"/>
Less than 20 inches	<input type="checkbox"/>
Color Vision	<input type="checkbox"/>
Peripheral Vision	<input type="checkbox"/>

	Never 0%	Occas. 33% of time	Freq. 45-66% of time	Contin. 67-100% of time
EQUIPMENT USE & OPERATION				
Motor Vehicles	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operate Foot Pedals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WORK WITH/NEAR				
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Power Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Impact Tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heights	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENT				
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme Cold	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Explain)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENDURANCE		
Task	Hours at One Time	Total Hours in 8 Hr. day
Sit	Less than 2	Less than 4
Stand	Less than 2	Less than 4
Walk	Less than 1	Less than 2

ADDITIONAL CONSIDERATIONS (including clarification of any of the above)
Light reception work. Lots of up & down from chair, moving around space.