

**WEST GEORGIA EYE CARE CENTER
POSITION DESCRIPTION**

OPENING DATE: 12/06/17	CLOSING DATE: 12/15/17
POSITION Receptionist	DEPARTMENT Optical
REPORTS TO Optical Manager	CLASSIFICATION Non-exempt
POSITION TYPE AND EXPECTED HOURS OF WORK Full Time – Monday – Friday, 8:30 a.m. – 5:30/6:00 p.m. *Availability to work rotating Saturdays and alternate hours is required*	

SUMMARY

Greet everyone that enters the Optical Shop. Ensure everyone signs in and is assisted in a timely manner. Answer telephone in an enthusiastic, courteous professional manner. Perform various clerical functions and occasional optical sales and service duties. The incumbent will be required to become familiar with vision insurance plans and obtain insurance verifications, as needed.

ESSENTIAL FUNCTIONS

1. Check patients in and greet everyone in a pleasant and professional manner
2. Collect fee for products and/or services
3. Ensure patient satisfaction
4. Write receipts for all transactions
5. Answer telephone calls promptly (two rings)
6. Direct calls to appropriate personnel
7. Check voice messages daily and return all messages
8. Pull and file records as needed
9. Keep a check on hold orders
10. Consistent order follow-up
11. Make sure all money is posted and receipt numbers are on records
12. Make sure all jobs are paid in full before leaving the office
13. Day sheet, deposit and report must be completed and correct
14. Document everything

SUPERVISORY RESPONSIBILITY

This position has no supervisory responsibilities.

WORK ENVIRONMENT

This position operates in a health care office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, fax machines, and filing cabinets.

PHYSICAL DEMANDS

This role requires the ability to transition to and from sitting at a desk and moving throughout the office frequently throughout the day. This position requires the ability to file paperwork and lift and carry file boxes. The ability to walk up and down a spiral staircase throughout the day is required.

* The American with Disabilities Act requires that reasonable accommodations be made for qualified individuals to help perform the required duties and tasks of the position.

REQUIRED EDUCATION, EXPERIENCE, AND SKILLS

1. High school diploma or equivalent
2. Two years of customer service experience
3. Excellent interpersonal and communication skills. Demonstrated customer service oriented attitude/behavior. Ability to work as a team member. Manage multiple tasks simultaneously. Highly motivated and organized. Empathetic with patients' needs and concerns. Excel under pressure. Attention to detail. Treat patients and co-workers with respect.

PREFERRED EDUCATION, EXPERIENCE, AND SKILLS

1. Associates' degree in healthcare administration, business, public relations, or communication
2. Two years of ophthalmic, optometric, or general medical assistant office experience
3. Bilingual

OTHER DUTIES

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified. Duties, responsibilities, and activities may change at any time with, or without, notice.