

# Outpatient Receptionist

Full Time

Wichita, Ks US

Reports to: Director of Behavioral Health Urgent Care

**Position Overview:** Responsible for registering clients in a pleasant, professional, and timely manner, including, but not limited to, scheduling, client interaction, collecting payments, gathering client information and data entry. Answers phone calls in courteous, efficient manner.

## Essential Position Responsibilities:

- Greet clients and visitors with warmth, compassion, and demonstrated commitment to exceptional service.
- Answers telephone in a prompt, professional manner by assessing the needs of the caller and directs the call based on those needs.
- Treats clients with respect and responds to their needs in a prompt, friendly and courteous manner.
- Monitors and addresses voicemail in a timely manner.
- Enters required data in the system, with emphasis on accuracy.
- Handles incoming referrals to complete and schedule Intakes.
- Confirms demographic and insurance information.
- Schedules new and existing clients for appointments.
- Provides necessary paperwork and/or documentation to clients for upcoming appointments.
- Schedules client's appointments and maintains provider's schedule for maximum productivity.
- Complete check-in process accurately and efficiently including collecting co-pays and/or balances.
- Assists the billing department with issues and questions pertaining to billing and insurance payments.
- Verifies eligibility and verify insurance for all services. Communicates with client if coverage is disrupted.
- Responds to requests in a friendly, timely, cooperative manner.
- Ensures proper utilization of supplies and resources.
- Make sure the Management Team is informed of any unusual and significant issues that may affect client satisfaction, timeliness of services, reimbursement, or general outpatient receptionist to services.
- Attends and participates in meetings and is responsible for all information communicated at meetings.
- Demonstrates the ability to participate in and/or implement team decisions.

- Actively participates in and encourages actions that promote good public relations with clients, families, and the community.
- All other job duties as assigned.

#### **Other Position Requirements:**

- Ability to multitask and stay organized.
- Strong typing skills.
- Exhibits appropriate level of technical knowledge for the position.
- Maintains acceptable overall attendance record to include department staff meetings, agency meetings, and any additional training as required.
- Maintains effective and professional verbal and written interactions with peers, clients, supervisors, and other staff.
- Uses diplomacy and tact in dealing with difficult situations and/or people.
- Demonstrates effective listening skills.
- Demonstrates the ability and willingness to handle new assignments and changes in procedures.
- Identifies what needs to be done and takes appropriate action.
- Completes assigned work, meets deadlines without reminders/follow-up from supervisor or others.
- Demonstrates analytical ability to evaluate processes and to recommend improvements as necessary.
- High School diploma or equivalent is required.

#### **Physical Requirements:**

- Sitting for extended periods of time
- Typing/data entry, writing
- Lifting/carrying up to 30 pounds
- Driving for purpose of community mobility
- Bending/stooping

All the above duties and responsibilities are considered essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as a detailed statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisors, subject to reasonable accommodation.

EEO Race, Color, National Origin, Religion, Sex, Sexual Orientation, Gender Identity, Veteran, Disabled

