



JOB DESCRIPTION

JOB TITLE	RECEPTIONIST
FLSA Status	Non-Exempt/Hourly
Reports To	Office Manager
CMS Code	

Position Summary

Greet all visitors to facility and operate multi-line phone system

Duties & Responsibilities

1. Answer incoming calls and direct to appropriate individual/or department
2. Screen incoming calls as necessary
3. Take any messages necessary and direct to appropriate individual/or department
4. Greet and screen visitors, guests, vendors and direct to appropriate individual, department, office, or unit
5. Folding, stuffing, mailing of correspondence
6. Maintain office area organization
7. Perform routine and/or unscheduled administrative tasks as directed
8. Report complaints & grievances to the Administrator as necessary
9. Sorting and distributing facility mail
10. Various projects as needed to assist Office Manager and/or Payroll/Benefits Coordinator
11. Collection of lunch money – forwarding lunch list to Dietary Department
12. Assure that work/assignment areas are clean and office equipment is properly stocked/shut down at the end of each shift
13. Other duties as assigned by Manager on Duty
14. All other related duties as assigned by Director and/or Administrator
15. PHONE ON NIGHT WHEN LEAVING FOR THE DAY

Education & Experience

- Must possess, at minimum, a high school diploma or equivalent
- Must possess, at minimum, 2 years office experience
- Long Term Care and/or healthcare industry experience preferred

Required Skills & Abilities

- Ability to read, write, speak and understand the English language and communicate effectively on all matters; including resident condition with all residents, personnel, and support agencies
- Strong intrapersonal skills to deal tactfully with residents (may be hostile/emotionally distressed), families, personnel, medical staff, general public & support agencies under all conditions and circumstances.
- Knowledgeable of nursing medical practices and procedures as well as laws, regulations, and guidelines that pertain to long term care
- Strong organization, planning, analytical, problem-solving, multi-tasking & implementation skills.
- Ability to make decisions and function independently, have flexibility and personal integrity.
- Experience maintaining a multi-line phone system
- Excellent telephone etiquette and oral communication skills
- Good writing skills and use of grammar
- Ability to handle negative situations
- Ability to handle multiple responsibilities

- Proficient using office equipment (fax, copier, shredder, typewriter, etc.)
- Excellent attendance required
- Self directed individual with personable, professional demeanor
- Proven to be team oriented
- Proven ability to maintain confidentiality is a must

Physical Requirements & Working Conditions

- Must be able to push, pull, move, and/or lift a minimum of 50 lbs. to a minimum height of 3 feet and be able to push, pull, move, and/or carry such weight a minimum distance of 5 feet.
- May be able to assist in the evacuation of residents during emergency situations.
- Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and, at times, hostile people within the facility.
- Must maintain the confidentiality of all resident information at all times.
- Must participate in all in-service training programs as mandated by regulatory agencies or policy.
- Must meet the general health requirements set forth by the policies of this facility, which include a medical and physical examination.
- Must not pose a direct threat to the health or safety of other individuals in the workplace.
- Must be able to move intermittently throughout the workday.
- Must be able to cope with the mental and emotional stress of the position.
- Must be able to see and hear or use prosthetics that will enable these senses to function adequately to ensure that the requirements of this position can be fully met.
- Is subject to injury from falls, burns from equipment, odors, etc., throughout the workday, reactions from dust, disinfectants, and other air contaminants, and exposure to infectious waste, diseases, conditions, hazardous chemicals, etc., including TB, AIDS and Hepatitis B.
- I further understand that the facility will make available to me, free of charge, the Hepatitis B vaccination.

ACKNOWLEDGMENT

I have read this job description and fully understand the requirements set forth therein. I hereby accept the position **Receptionist** and agree to perform the identified essential functions in a safe manner and in accordance with the facility's established procedures.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself and that such termination can be made with or without notice.

Signature of Receptionist

Date

Signature of Office Manager

Date