



## Receptionist

### Position Overview

This individual is responsible for maintaining a high level of customer service as they are most often the first people our patients encounter. They are responsible for specific and essential responsibilities that pertain to scheduling, insurance verification and the overall patient experience. The receptionist will report directly to the Office Manager.

### Position Responsibilities

- Greeting all patients with a smile when they walk into the office and on the phone
- Schedule appointments using our scheduling protocol
- Verify patient benefits prior to arriving in the office 5 days in advance
- Assist patients with necessary paperwork
- File insurance claims and research any unfiled or unpaid claims as well
- Prepare patient charts each day for the upcoming day
- Balance end of day closing reports

### Basic Requirements

- High School Diploma or GED required
- Minimum of one (1) year experience in a customer service role
- Must complete ABOC testing within first year of employment
- Optical experience preferred
- Experience with Electronic Health Records (EHR) preferred
- Strong computer skills and ability to have high accuracy when entering in patient information
- Exceptional personal skills to enhance the patient experience
- Communicate effectively both verbally and in writing
- Able work in a fast paced environment