

ATTACHEMENT D

Position Description - Receptionist

POSITION TITLE:

Receptionist

POSITION IDENTIFICATION

Reports to:	Operations Manager Office Manager
Employees Supervised/Directed:	None
FLSA Code:	Non-Exempt

POSITION PURPOSE AND SUMMARY

Under the Operations Manager and/or Office Manager, the ideal Receptionist (“incumbent”) will perform duties associated with administrative receptionist in accordance with all applicable laws, regulations, and District policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

General Responsibilities

The incumbent must possess and apply knowledge and skills necessary to perform the duties of a receptionist in a dignified and professional manner, including but not limited to:

- Answering phones and transferring calls to the appropriate personnel.
- Logging all messages in message taking software and forwarding to appropriate personnel.
- Greeting and assisting visitors with visitor badges or escorting them to an office or meeting room.
- Handling questions about the district or directing questions to appropriate personnel.
- Accepting and signing for packages and distributing mail.
- Occasional filling.
- Maintaining Visitor registration Log.
- Maintaining a pleasant appearance of the reception area or lobby.
- Assisting any walk-in patients or family members until ambulance crew arrives.
- Completion of temporary work assigned by leadership.

Job Responsibilities Related to Patient Privacy

1. The incumbent is expected to protect the privacy of all patient information in accordance with the District’s privacy policies, procedures, and practices, as

- required by federal [and state] law, and in accordance with general principles of professionalism as a health care provider. Failure to comply with the District's Policies and Procedures on patient privacy may result in disciplinary action up to and including termination of employment with Lake West Ambulance.
2. The incumbent may access protected health information and other patient information only to the extent that is necessary to complete your job duties. The incumbent may only share such information with those who have a need to know specific patient information you have in your possession to complete their job responsibilities related to treatment, payment or other District operations.
 3. The incumbent is encouraged and expected to report, without the threat of retaliation, any concerns regarding the District's Policies and Procedures on patient privacy and any observed practices in violation of that Policy to the designated Privacy Officer.
 4. The incumbent is expected to actively participate in District privacy training and is required to communicate privacy Policy information to coworkers, students, patients and others in accordance with District Policy.

Additional Obligations and Skills

The incumbent must possess and apply knowledge and skills necessary to perform the duties of a receptionist including but not limited to:

- Promptly and courteously responding to all telephone calls and any visitors to the building.
- Answering all phone lines and directing caller to appropriate person;
- Monitoring alarm systems and video surveillance equipment to assure the safety of the building and crews.
- Properly documenting each telephone call on the approved Message Taking Software in accordance with District Policies and Procedures.
- Handling telephone communications professionally and efficiently with careful regard to the divulgence of protected and confidential information.
- Maintaining equipment in accordance with all policies, procedures and direction.
- Following proper telephone etiquette.

The incumbent must perform routine tasks in and around the ambulance service building, including but not limited to:

- Cleaning, doing dishes, emptying trash and other related duties in the station;
- Maintaining the lobby reception area, to be presentable to the public.
- Representing the ambulance service while on duty at public service functions, expositions, and other public events; and
- Performing any other duty related to the District as designated by the Administration.

The incumbent must also:

- Be a team player, as EMS is a team effort, and providers must provide necessary assistance to ensure system sanitation, readiness and adherence to quality assurance standards;
- Conduct him/herself in a courteous, helpful, dignified and professional manner at all times when dealing with patients, co-workers, supervisors and/or the public.
- Possess strong interpersonal and public relation skills.

QUALIFICATIONS

Educational Requirements

The incumbent must have a minimum of either a high school diploma or a GED as evidence of completion of a high school education.

Certificates, Licenses And Registrations

The incumbent must possess and maintain a valid CPR card.

Minimum Experience, Abilities Required And Special Requirements

This position requires the incumbent to possess basic working knowledge of an IBM-compatible computer, and be able to enter necessary data into a computer. The incumbent must also possess a working knowledge of multi line phone system.

PHYSICAL REQUIREMENTS OF THE POSITION

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. The following guidelines are used to describe the frequency of activities in this position: Occasionally equals 1-33%; Frequently equals 34%-66%; and Continuously equals 67-100% of a typical work day.

STANDING/WALKING: Occasionally. Optional while at rest.

SITTING: Frequently to continually, the individual will generally sit at the reception desk. The reception area is equipped with an adjustable chair.

LIFTING AND CARRYING: Occasionally required to lift and carry weights ranging from a few pounds to ten pounds and above. The incumbent is not required to lift often.

BENDING AND STOOPING: Occasionally. The incumbent will occasionally be required to bend or stoop, only while cleaning.

CROUCHING AND KNEELING: Occasionally. Crouching and kneeling will only be required occasionally while cleaning.

CLIMBING: Occasionally. This is required when climbing steps up and down in the crew quarters.

REACHING: Frequently to continuously throughout the work shift in order to review monitoring equipment and operate telephone and computer equipment. Reaching will involve partial to full extension of the arms.

PUSHING AND PULLING: Occasionally.

HANDLING OR GRASPING: Occasionally.

HAZARDS: The incumbent will only be exposed to hazards while assisting the ambulance crews with cleaning and restocking. At all time the incumbent is expected to adhere to all applicable Policies and Procedures concerning safety and the prevention of contamination and infection due to blood borne pathogens.

OTHER PHYSICAL REQUIREMENTS

- Maintain balance and strength in awkward positions;
- Speak clearly under stressful circumstances;
- Accurately communicate ideas orally and in writing in English;
- Speak loudly; and
- Get along well with others.

MENTAL REQUIREMENTS OF THE POSITION

- Handle occasional stressful situations, and be able to function calmly, coolly and collectedly under all types of stressful situations;
- Get along well with diverse personalities;
- Communicate with fellow employees and citizens with respect;
- Create and maintain a positive and cooperative working environment;
- Work smoothly and professionally in an environment where teamwork is essential;
- Work independently with minimum supervision for assigned tasks;
- Exercise sound independent judgment within general Policy and Procedural guidelines;
- Anticipate and identify problems and take initiative to prevent or correct them;
- Establish and maintain effective working relationships with all levels of personnel within the medical community, the District, outside agencies, patients, and members of the community;
- Understand and follow federal, state and local laws, and District policies, procedures, and rules;
- Establish and maintain effective working relationships with others;
- Follow orders;
- Remember and apply concepts, knowledge and principles;
- Analyze and interpret situations; and
- Appropriately deal with stress and maintain composure when encountering serious injuries or illnesses.

DISCLAIMER

The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this position. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this position. Management has the sole discretion to add or modify the duties of the position and to designate other functions as essential at any time. This position description is not an employment agreement or contract.

ACKNOWLEDGMENT

I, _____, have read this position description in its entirety and fully understand and understand the expectations, requirements and hazards associated with this position, and that the job description and duties are subject to change at the discretion of the District. I also understand that if employed by the District, I am employed as an at-will employee and that the District or I may terminate the employment relationship at any time, without notice, and for any lawful reasons

Signature of Incumbent

Date