



## Job Description: Receptionist

Classification: Hourly (Non-exempt)  
Position Type: part- time (~20/hr week)  
Reports to: Business Manager

Revision date: January 23, 2018

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### Overall Purpose:

The receptionist is a critical component to the organizations stability and growth. This position could also be called the “Director of First Impressions,” as you will be called upon to interact with a diverse group of contacts. This role is responsible for coordinating office services and assists families with their concerns related to hearing loss, direct them toward appropriate services, and may enroll them for in-house services if appropriate. Independent judgment is required to plan, prioritize, and organize diversified workload for office efficiency.

### Essential Functions:

- Manages SHRC front office activities, including the waiting room and reception area.
- Exhibits a pleasant and welcoming demeanor both in person and on the phone.
- Provides effective oral and written communication (via telephone, email and mail).
- Supervises the maintenance of office equipment, including computers, copier, fax machine, etc.
- Responsible for the facilities day-to-day operations, including but not limited to typing, filing and scheduling.
- Schedules patient and assists scheduling staff activities.
- Answers non-routine correspondence and assembles highly confidential and sensitive information.
- Ensure patient records are current and accurate.
- Works closely with staff, and works directly with Business Manager on special projects.

### Additional Tasks and Responsibilities:

- Organizes and prioritizes large volumes of information and calls. Answers phones for SHRC. Drafts written responses or replies and responds to regularly occurring requests for information.
- Participates as needed in special program projects, including but not limited to the Hear Indiana 5k/10k, Camp, Conference and HAAP.
- Sorts and distributes mail. Coordinates outgoing mailings.
- Responsible for providing arrangements for office meetings and conferences and obtaining the needed supplies.
- Establishes, develops, maintains and updates filing system for the SHRC. Retrieves information from files when needed. Establishes, develops, and maintains the resource library for parents and professionals.

## Knowledge, Skills and Abilities Needed:

- Computer proficiency for Microsoft Office required.
- Electronic Health Records (EHR) experience desired.
- Medical scheduling experience desired.
- Working knowledge of mail processes such as postage machine, Federal Express and UPS.
- Well-developed interpersonal and communication skills (spoken and written).
- Good planning and organizational skills.
- Professional appearance and manner.
- Ability to lift approximately 15-20 lbs.

## Environment:

- General office environment. Very little travel required.

## Other Duties:

- Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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Please answer the following questions and return ***with you resume*** to the Business Manager at [Karen.Sowder@HearIndiana.org](mailto:Karen.Sowder@HearIndiana.org). Questions? Please email or call 317-828-0211.

- 1) What experience or qualities do you feel make you a uniquely qualified match for this position?
- 2) On a scale of 1 to 10- with 10 being expert, how well versed are you in:
  - Hearing loss
  - Hearing aids/cochlear implants/assistive technology
  - Public speaking
  - Medical offices
  - Medical billing
- 3) Why are you interested in this position?
- 4) Do you have a personal connection to hearing loss?
- 5) What limitations do you have in terms of schedule? Are there certain days or times that you are unable to work?