

Job Description: Receptionist

Classification: Hourly
Position Type: Full-Time, 40 hrs/wk
Reports to: Clinic Supervisor

Revision date: January 23, 2023

Overall Purpose:

The Receptionist is a critical component of Hear Indiana's team. 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 assisting families with their concerns related to hearing loss, directing them toward appropriate services and may enroll them for in-house services if appropriate. This position will work closely with the Clinic Supervisor, providers and clinic support staff. Working naturally within a team environment throughout the organization and leadership is essential in this position.

Essential Functions:

- Manages front office activities, including the waiting room, breakroom 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 patients 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 Clinic Supervisor 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.
- Completes prior authorizations through insurance for speech patients.
- Responsible for scanning checks and completing bank deposits.

Knowledge, Skills and Abilities Needed:

- Computer proficiency for Microsoft Office required.
- Electronic Health Records (EHR) experience desired.
- Medical scheduling experience desired.
- Well-developed interpersonal and communication skills.
- Good planning and organizational skills.
- Professional appearance and manner.
- Ability to lift approximately 15–20 lbs.

Environment:

- General office environment.
- Monday - Thursday, 10 hr days
- Very little travel required.

Other:

- 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.
- Hear Indiana is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity, or gender expression.

Please send cover letter, resume, and responses to screening questions below to jobs@hearindiana.org. Thank you!

Receptionist Screening Questions

1. You are applying to work for a smaller nonprofit, where all employees wear multiple hats. While utilizing technology is not the most important part of this job, we are interested in knowing how much on the job training you'll need to use these software programs successfully. Please rank your proficiency with the following software from 1 is I have never used, 5 is proficient, and 10 is expert.

- Word
- Excel
- Electronic Health Records – specifically CounselEAR

2. What experience or qualities do you feel make you a uniquely qualified match for this position?

3. Do you have experience working with children and families with or without hearing loss? If so, please tell me about that experience.

4. Do you have a personal connection to hearing loss? If yes, please elaborate about how you feel about our mission.

5. Why are you looking for a new position at this time?



