

## **Charleston Sports Medicine and FitMed Partners**

### **Job Description: Front Office Manager, Receptionist**

#### **Position Overview:**

When visitors enter a business, the first person they often see is the receptionist. A receptionist's job description may involve being the phone operator, cashier, administrative assistant, mail-carrier and gatekeeper to all the staff. Customer service and great people skills are vital in a receptionist job description since receptionists communicate with people in person, on the phone and in writing. As the first point of contact with clients, a receptionist represents a business and gives clients an impression of a company's culture. Accuracy, punctuality, and the ability to multi-task are valuable traits in a receptionist.

#### **Essential Job Functions:**

- Answer phones, schedule appointments, complete messages, and handle incoming faxes.
- Maintain neat waiting and exam rooms. Remove out of date reading material, water plants
- Develop and maintain office schedule for orthopedics and FitMed Partners using rolling schedule guidelines to ensure efficiency of time.
- Post payments by patients in EMR system and generate posting reports in a timely manner
- Check patients in on arrival, organize necessary paperwork, insurance information, ABN, demographic sheets for complete patient records
- Make sure that all patient forms and records are included in EMR, add incomplete information when scanning to ensure records are complete
- Assist with efficiency of patient flow during office hours.
- Coordinate patient record requests, handle copying and sending out records and invoicing
- Handle sales and reporting for miscellaneous items sold out of the office such as nutraceuticals, cash and carry braces, etc.
- Communicate patient messages throughout the day
- Ensure MIPS criteria in medical records is complete

**Requirements:**

Telephone skills, verbal communication, Microsoft Office skills, listening, professionalism, customer focus, organization, handling pressure, multi-tasking, and familiarity with EMR systems very important.

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.