

Job Title: Front Office Greeter  
Department: Clerical/Front Office  
Reports To: Clinical Group Administrator  
FLSA Status: Non-Exempt  
Pay Range:  
Prepared By: Human Resources  
Prepared Date: 12/05/05

**Summary:** The purpose of a front office greeter is to welcome patients to the practice and be available to address any questions, concerns or directions. In addition, to signing them in for patient registration if present for a physician or nurse visit and assisting with any applicable paper work and miscellaneous issues.

**Essential Duties and Responsibilities** include the following but are not limited to: Greet and welcome patients, Identify reason for coming into office (delegate as applicable), Sign them in for Registration Service Specialist, Provide patient education on practice operational flow – as applicable, Handle walk-in appointments, handle Drug Reps, hand patients who are present to pick up items, handle here for blood draws (lab work-only), keep patients informed of physician delays (wait times), handle all miscellaneous questions and concerns, direct patient to those individuals best suited to handle inquiry such as managed care reps, billing department, clinical or management, etc.

**Qualifications:** To perform this job successfully, an individual must be customer service oriented and enjoy people. Individual must be able to effectively communicate and articulate in a warm but professional manner. Individual must possess basic knowledge of health insurance plans (traditional, HMO, PPO, and POS). Individual must have the ability to work independently, organize and prioritize, be multi-task oriented, follow direction, be complaint and respectful to patient confidentiality and HIPAA compliance guidelines. Individual must be able to handle stressful situations and disgruntled patients.

**Education and/or Experience:** High School graduate. Two or more years related experience and/or training; or equivalent combination of education and experience.

**Language Skills:** Ability to read and analyze basic forms and written documents. Ability to respond to common inquiries or complaints from patients. Ability to articulate and communicate effectively to patients. Must possess excellent listening and reasoning skills.

**Mathematical Skills:** Ability to perform basic math skills and calculate figures and amounts such as discounts, write-offs, interest, percentages. Ability to apply accounting principles to health care business reporting.

**Reasoning Ability:** Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of billing and mathematical instructions and deal with several abstract and concrete guidelines and compliance standards.

**Certificates, Licenses, Registrations:** None Required. Coding Certification a plus.