

Position: Medical Secretary

Reports To: Secretarial Supervisor

FLSA Status: Non-Exempt

Essential Functions:

- Welcomes patients and visitors, determines the purpose of the visit and directs them accordingly
- Promptly and professionally answers telephone calls. Routes phone calls appropriately
- Facilitates patient flow with patients and clinical staff
- Maintains computer system passwords in strict confidentiality
- Appropriately and courteously screens solicitors for relevance to organization needs
- Explains financial requirements to the patients or responsible parties and collects co-pays as required
- Responsible for keeping the waiting rooms and office files clean and organized
- Monitors medical office supplies and inventory needs, place orders and oversees office equipment
- Willingness to work on Saturdays during peak season
- Willingness to work at multiple local office locations
- Other duties as assigned

Skills:

- Skill to use multi-line phone system, including transferring calls and paging
- Ability to exercise a high degree of diplomacy and tact while multi-tasking, organizing and scheduling patients
- Skill in typing 45 wpm and operate a 10 key calculator by touch

Education:

- High School graduation or GED

Experience:

- Minimum of one year front desk experience in medical office setting

Disclaimer: *This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.*