



Job Description

Job Title: Receptionist

Summary: The Receptionist is responsible for providing secretarial, clerical and administrative support in order to ensure that DME and pharmacy services are provided in an effective and efficient manner. The Receptionist is responsible for the professional and efficient managing of visitors, consumers, telephone calls and messages. The Receptionist receives direction from the Billing Office Manager.

Duties and Responsibilities:

1. Adept at using all features of the Elite IPK II phone system and follows phone etiquette guide for King of Prussia Pharmacy Services
2. Answers telephone and transfers calls to the appropriate individual, department or voice mail
3. Receives, directs and relays internal and external fax documents to the appropriate department
4. Verifies insurance coverage via internet websites and/or telephone verification daily
5. Participates in meetings, special projects and in-services
6. Cross trains in the various billing areas to be familiar and knowledgeable
7. Responds to general inquiries from patients, facilities, and public about King of Prussia Pharmacy Services
8. Greets visitors to the facility, answers questions and directs them to the appropriate individuals
9. Maintains a current and accurate filing system
10. Organizes and maintains office supplies
11. Notifies management regarding staff absences and delays
12. When on duty, ensures the reception station is staffed at all times
13. Signs for deliveries when necessary and notifies recipients
14. Ensures common areas are equipped with office supplies as needed
15. Assists with clerical tasks to include typing, filling, proofreading, data entry, printing and sorting end of month reports



16. Performs routine tasks necessary for the operation and presentation of a professional office as observed by management
17. Adheres to all CHAP procedures and guidelines
18. Notifies Billing Office Manager of any concerns or issues regarding patients or facilities
19. Completes all assigned DMEtrain courses
20. Assists in other duties as needed and directed by management

Minimum Education and Experience:

High school diploma or general education degree (GED) required. One to three months related experience and training or equivalent combination of education and experience to the duties and responsibilities specified.

Licenses/Certifications Required:

None

Knowledge, Skills and Abilities Required:

1. Knowledge of Internet Explorer, Microsoft Excel/Outlook/Word and Windows operating system
2. Skill in time management
3. Skill in gathering and analyzing information
4. Ability to read, write and comprehend simple instructions, short correspondence and memos
5. Ability to effectively present information in one-on-one and small group situations to clients, customers, and other employees of the organization
6. Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Working Conditions:

Work is normally performed in a typical interior/office work environment

Physical Effort:

No or very limited physical effort required



Environmental conditions:

No or very limited exposure to physical risk



I certify that I have read the Receptionist job description, it has been explained to me and I understand my duties and responsibilities as stated herein.

Employee signature: _____ date: _____

Employee print name: _____

Supervisor signature: _____ date: _____