



**Today's Date:** October 28, 2022

**Job Listing:** Reception Manager: Ottumwa, Iowa

**NATURE AND SCOPE:** Directs, manages, and coordinates the day-to-day routine operational and administrative functions and activities of the reception staff to include supervising all reception staff, monitoring patient scheduling, patient registration, financial counseling, patient payment collection, responding to patient complaints, serving as liaison with patients, visitors, vendors, businesses, and Administration.

**DUTIES AND RESPONSIBILITIES:**

1. Reception Staff Personnel Management/Supervision/Training:
  - A. Provide day-to-day supervision of reception staff activity.
  - B. Monitor and document reception personnel performance, includes evaluation and discipline.
  - C. Develop personnel work schedules to ensure timely, accurate completion of assignments and adequate staffing coverage.
  - D. Schedule/approve Reception staff personnel leave.
  - E. Approve continuing education for supervised staff if necessary.
  - F. Conduct and document in-service training as needed.
  - G. Conduct new employee orientation as needed.
  - H. Schedule and conduct regular Reception staff meetings.
  - I. Recommends necessary Reception Staff equipment purchases
  - J. Review Reception staff time accuracy for payroll.
  - K. Advise Revenue Cycle Director in personnel matters relating to staff, including:
    - a. Reception staffing plan
    - b. Recruiting and hiring
    - c. Corrective actions and terminations
    - d. Employee incentives and motivation efforts
2. Confidentiality:
  - A. Maintains the confidentiality, security and physical safety of the medical record in accordance with HIPAA regulations and clinic P&P.
  - B. Maintains confidential personnel records and discussions in accordance with clinic P&P.
3. Customer Service and Patient Follow-up:

- A. Provide periodic review of Reception staff functions, including telephone calls, patient flow, patient demographic entry, and patient collections.
  - B. Adheres to and promotes excellent customer service by interacting in a friendly, professional manner with a wide range of patients, visitors, clinic personnel, physicians, and others.
  - C. Consistently demonstrates a caring and helpful attitude when interacting with patients, visitors, students, vendors, and fellow employees.
  - D. Monitors and responds to patient complaints and forwards relevant patient complaints to Administration as needed.
4. Quality Assurance, Performance Improvement Program and Continuous Quality Improvement Program
- A. Assists the Senior Management Team in designing and maintaining the clinic's QA Program, Performance Improvement Program and the Continuous Quality Improvement Program.
5. Purchasing and Inventory Control
- A. Purchase and maintain reception supplies.
6. Liaison Responsibilities
- A. Function as the receptionist liaison with patients, visitors, vendors, businesses, healthcare providers, students and academic institutions, Senior Management Team, and Administration as needed.
  - B. Communicate overall RHCHC goals and objectives to all staff.
  - C. Represent RHCHC at community events and functions as appropriate.
7. Other:
- A. Provides periodic verbal and written reports regarding reception staff operations as needed.
  - B. Participates in meetings as needed and serves as meeting chairman as needed.
  - C. Conducts ongoing development and review of front staff policies and procedures.
  - D. Follows, and ensures that reception staff personnel follow, all established policies and procedures.
  - E. Promotes a healthy workplace.
  - F. Assures compliance with all federal, state and local regulations, accrediting agencies and codes.
  - G. Maintains a working knowledge of the computer system.
  - H. Demonstrates the ability to establish and maintain effective working relationships with others.
  - I. Fill in for staff shortages as required.
  - J. Complies with Corporate Compliance Program policies and code of conduct, and all laws, rules and regulations relating to the position. Has a duty to report any suspected violations of the law or the standards of conduct to his/her immediate supervisor, the HR Director, or the Compliance Officer.

Performs other duties as assigned

**MINIMUM QUALIFICATIONS:**

**Education:** Two-year degree in Administration or Health related field and/or five years of job-related experience.

**Knowledge Skills and Abilities:**

1. Ability to proceed on own initiative using independent judgment and discretion.
2. Basic knowledge of Medicare, Medicaid and commercial insurance billing procedures.
3. Possess excellent verbal and written communication skills, leadership and organizational skills, and interpersonal and time management skills.
4. Knowledge of computer technology.
5. Have knowledge of office management and administrative procedures, and the ability to supervise and review the work of others.
6. Possess knowledge of specialized terminology including medical and legal terms.
7. Working knowledge of reception work flows and protocols.
8. Must possess excellent customer service skills.

**Working Conditions:** General office and medical clinic conditions. Hours of Work: 8:00 am-5:00 pm Monday-Friday, periodically with additional hours. Ability to travel as needed.

**Physical Requirements:**

1. Requires sitting and standing associated with normal office environment.
2. Requires visual acuity to perform required tasks.
3. Required to be able to write legibly and read printed or handwritten materials.
4. Required to assist with lifting, transferring or repositioning patients.

**Hours:** Monday through Friday 8:00 a.m. to 5:00 p.m. and additional hours as required to meet the clinic needs.

**Supervisor:** Revenue Cycle Director

**Deadline:** Position will remain open until a pool of qualified applicants is received.

Submit cover letter, resume' and three references to [recruiting@riverhillshealth.org](mailto:recruiting@riverhillshealth.org)

**Or, mail to:**

River Hills CHC  
PO Box 458  
Ottumwa, Iowa 52501

River Hills CHC offers a competitive wage and full benefit package.