

# Receptionist

Tasks assigned to this position may involve potential and/or direct exposure to blood, body fluids, infectious diseases, air contaminants, and hazardous chemicals.

Name: \_\_\_\_\_ Date of Hire: \_\_\_\_\_

Department Assigned: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Shift Assigned: \_\_\_\_\_ Duty Hours: \_\_\_\_\_

### Purpose of Your Job Position

The primary purpose of your job position is to perform clerical support in an efficient manner in accordance with established procedures, and as directed by your supervisor.

### Delegation of Authority

As Receptionist, you are delegated the administrative authority, responsibility, and accountability necessary for carrying out your assigned duties.

### Job Functions

Every effort has been made to identify the essential functions of this position. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is an essential function of the position.

Miscellaneous Information	Risk Exposure Potential to Blood and/or Body Fluids	Essential Function (√=NO)	Safety Factors			Competency Evaluation	
			Function Requires Repetitive Motion (√ = YES)	MINIMUM Weight Lifting Requirements Apply to Task (√ = YES)	Function Requires Prolonged Sitting, Standing, Bending, etc. (√ = YES)	Performs Function Satisfactorily (√ = NO)	Needs In-Service Training (√ = YES)
Duties and Responsibilities	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Information explaining the <i>Essential Functions</i> , <i>Safety Factors</i> , and the <i>Competency Evaluation</i> columns, as well as the <i>Risk Exposure Category</i> legend is provided in the "Job Position Analysis Information" section located on the last page of this job description. (Note: The number assigned to each individual column corresponds to that same number in the "Analysis" section.)							
<b>Administrative Functions</b>	<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>
Receive and follow reception schedule/instructions from your supervisor and as outlined in our established policies and procedures.	3						
Operate paging/telephone system as required.	3						
Answer telephones; determine nature of call and direct caller to appropriate individual or department.	3						
Receive request from within the facility and locate personnel through paging system.	3						
Receive inquiries and release information in accordance with established policies and procedures.	3						
Maintain a current file/listing of residents by name and room number, emergency phone numbers of on-call personnel, department extensions, key personnel, etc.	3						
Maintain a current listing of critical residents and/or residents who may not receive phone calls due to their condition. (May refer such calls to Nurse Supervisor/Charge Nurse.)	3						

<b>Duties and Responsibilities (continued)</b>	Risk Exposure to Blood/Body Fluids	Essential Function	Repetitive Motion	Weight Lifting Requirements	Prolonged Sitting, Standing, Bending, etc.	Performs Function Satisfactorily	Needs Training
<b>Administrative Functions (continued)</b>	<b>(1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>(5)</b>	<b>(6)</b>	<b>(7)</b>
Greet visitors. Direct to appropriate office and/or resident room.	3						
Give directions/information to visitors, guests, residents, sales representatives, etc.	3						
Offer beverages to visitors waiting for administrative personnel, as appropriate.	3						
Monitor presence and location of sales representatives in the facility.	3						
Issue and collect identification badges as representatives sign in/out.	3						
Ensure guests/visitors abide by existing rules and refuse admission to persons as directed.	3						
Report suspicious persons/information to supervisor immediately.	3						
Assist with administrative duties as directed. (Includes typing, filing, posting accounts, etc.)	3						
Receive, sort, and distribute mail as directed.	3						
Operate copier, office machines, etc., as directed.	3						
Operate computer as directed.	3						
Order supplies as directed.	3						
Assist department directors in administrative matters. (i.e., typing reports, correspondence, etc.)	3						
Agree not to disclose assigned user ID code and password for accessing resident/facility information and promptly report suspected or known violations of such disclosure to the Administrator.	3						
Agree not to disclose resident's protected health information and promptly report suspected or known violations of such disclosure to the Administrator.	3						
Report any known or suspected unauthorized attempt to access facility's information system.	3						
Other related duties and responsibilities that may become necessary or appropriate.	3						
<b>Personnel Functions</b>							
Report known or suspected incidents of fraud to the Administrator.	3						
Ensure that departmental computer workstations left unattended are properly logged off or the password protected automatic screen-saver activates within established facility policy guidelines.	3						

<b>Duties and Responsibilities (continued)</b>	Risk Exposure to Blood/Body Fluids	Essential Function	Repetitive Motion	Weight Lifting Requirements	Prolonged Sitting, Standing, Bending, etc.	Performs Function Satisfactorily	Needs Training
<b>Staff Development</b>	(1)	(2)	(3)	(4)	(5)	(6)	(7)
Attend and participate in in-service educational classes and on-the-job training programs as directed.	3						
Attend and participate in workshops, seminars, etc., as approved.	3						
Create and maintain an atmosphere of warmth, personal interest, and positive emphasis, as well as a calm environment throughout the facility.	3						
Attend and participate in facility mandatory in-service training programs as scheduled (e.g., OSHA, TB, HIPAA, Abuse Prevention, etc.).	3						
<b>Safety and Sanitation</b>							
Follow all established safety procedures and precautions when operating office equipment.	3						
Report equipment malfunctions or breakdowns to your supervisor as soon as possible.	3						
Follow established regulations governing the use of labels and MSDSs for hazardous chemicals within the department.	3						
Follow established ergonomics policies and procedures governing lifting techniques, repetitive tasks, and the use of safety equipment and supplies to prevent work-related injuries and illnesses.	3						
Report all unsafe/hazardous conditions to your supervisor immediately.	3						
Other(s) that may become necessary/appropriate to assure that the facility is maintained in a clean, safe and sanitary manner.	3						
<b>Equipment and Supply Functions</b>							
Ensure administrative supplies have been replenished in work areas as necessary.	3						
Use office supplies in an efficient manner to avoid waste.	3						
Request repairs for office equipment as necessary.	3						
Ensure that work/assignment areas are neat, clean, and office equipment is covered before leaving such areas on breaks, end of workday, etc.	3						
<b>Budget and Planning Functions</b>							
Report suspected or known incidence of fraud relative to false billings, cost reports, kickbacks, etc.	3						
<b>Resident Rights</b>							
Maintain the confidentiality of all resident care information including protected health information. Report known or suspected incidents of unauthorized disclosure of such information.	3						
Knock before entering a resident's room.	3						
Ensure that resident's rights to fair and equitable treatment, self-determination, individuality, privacy, property and civil rights, including the right to wage complaints, are followed.	3						

### **Working Conditions**

Works in office areas as well as throughout the facility and its premises.  
 Moves intermittently during working hours.  
 Is subject to frequent interruptions.  
 Is subject to hostile and emotionally upset residents, family members, visitors, etc.  
 Works beyond normal working hours, weekends and holidays, and on other shifts as necessary.  
 Is subject to callback during emergency conditions (e.g., severe weather, evacuation, post-disaster, etc.).  
 Attend and participate in continuing educational programs.  
 Communicates with nursing, and other department personnel.  
 Is subject to injury from falls, burns from equipment, odors, etc., throughout the workday, as well as reactions from dust, disinfectants, tobacco smoke, and other air contaminants.  
 Is subject to pressure from multiple/emergency calls.  
 Is subject to exposure to infectious waste, diseases, conditions, etc., including TB and the AIDS and Hepatitis B viruses.  
 May be subject to the handling of and exposure to hazardous chemicals.

### **Education**

Must possess, as a minimum, a high school diploma or its equivalent.

### **Experience**

Must have at least one (1) year's experience in a clerical position, or successfully completed a secretarial science program from an accredited school/college.

### **Specific Requirements**

Must be able to read, write, speak, and understand the English language.  
 Must possess the ability to make independent decisions when circumstances warrant such action and to remain calm during emergency situations.  
 Must possess the ability to deal tactfully with personnel, residents, family members, visitors, and the general public.  
 Must be knowledgeable of administrative practices, procedures, and guidelines.  
 Must possess a cheerful personality and be able to work harmoniously with other personnel.  
 Must possess the ability to minimize waster of supplies, misuse of equipment, etc.  
 Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing practices.  
 Must be able to follow written and oral instructions.  
 Must be able to type a minimum of 35 words per minute and operate a word processor.  
 Must be able to effectively use a 10-key calculator.  
 Must have a working knowledge of computers, input/output/retrieval data, etc.  
 Must not pose a direct threat to the health or safety of other individuals in the workplace.  
 Must possess at time of hire and upon random request of the Facility's Administrator, an unencumbered drug test result.

### **Physical and Sensory Requirements** (With or Without the Aid of Mechanical Devices)

Must be able to move intermittently throughout the workday.  
 Must be able to speak and write English language in an understandable manner.  
 Must be able to cope with the mental and emotional stress of the position.  
 Must possess sight/hearing senses or use prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.  
 Must meet the general health requirements set forth by the policies of this facility, which include a medical and physical examination.  
 Must function independently, have flexibility, personal integrity, and the ability to work effectively with other personnel.  
 Must have a pleasant speaking voice.  
 Must be able to push, pull, move, and/or lift a minimum of 25 pounds to a minimum height of 5 feet and be able to push, pull, move, and/or carry such weight a minimum distance of 50 feet.  
 May be necessary to assist in the evacuation of residents during emergency situations.

### Acknowledgment

I have read this job description and fully understand that the requirements set forth therein have been determined to be essential to this position (unless otherwise noted in Column 2). I hereby accept the position of **Receptionist** and agree to perform the tasks outlined in this job description in a safe manner and in accordance with the facility's established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures. I further understand that I may also be exposed to the **Hepatitis B Virus** and that the facility will make available to me, free of charge, the hepatitis B vaccination. I also understand I may not release/disclose protected health or facility information without proper authorization.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the facility or myself, and that such termination can be made with or without notice.

Date: \_\_\_\_\_

Signature-Receptionist: \_\_\_\_\_

Date: \_\_\_\_\_

Signature-Administrator: \_\_\_\_\_

### Job Position Analysis Information

#### <sup>1</sup> Risk Exposure to Blood/Body Fluids Column:

Numbers entered into this column indicate the risk potential of your exposure to blood or body fluids. Established procedures identify the appropriate personal protective equipment that you should use when performing this task. The following numbers indicate your risk potential:

- 1 = It is **highly likely** that while performing functions assigned to this task you will be exposed to blood or body fluids.
- 2 = This task does **not** involve contact with blood and/or body fluids but while performing this task it may be necessary for you to perform a **Category 1** task.
- 3 = This task does **not** involve any risk of exposure to blood or body fluids.

#### <sup>2</sup> Essential Functions Column:

A  $\checkmark$  mark in this column indicates that you will not be required to perform this task.

#### <sup>3</sup> Repetitive Motion Column:

A  $\checkmark$  mark in this column indicates that it will be necessary for you to perform some functions of this task repeatedly. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used.

#### <sup>4</sup> Minimum Weight Lifting Requirement Column:

A  $\checkmark$  mark in this column indicates that it will be necessary for you to perform functions of this task that require some lifting, moving, pushing, or pulling. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task. **Minimum** weight lifting requirements that you must perform are located in the "Physical and Sensory Requirements" section of this Job Description.

#### <sup>5</sup> Prolonged Sitting, Standing, and Bending Column:

A  $\checkmark$  mark in this column indicates that some functions of this task require you to sit, stand, or bend for an extended period of time. When such tasks are not performed properly, injury can result. Established procedures identify the precautions and/or equipment that should be used when performing this task.

#### <sup>6</sup> Competency Evaluation Column:

Competency evaluations are required for this position. Your supervisor will notify you when your evaluation is to be conducted. A check  $\checkmark$  in this column indicates that you did **not** perform this task satisfactorily and/or in accordance with the facility's policies and procedures.

#### <sup>7</sup> In-Service Training Column:

A  $\checkmark$  mark in this column indicates that you need additional training to better understand the performance requirements of this task. In-service training classes will be scheduled and your attendance at such classes is mandatory.