



Position Title: Receptionist
Supervisor: Office Administrator

The Receptionist will be familiar with and act in accordance with the Vision Statement of New Hope Health Center. In addition, he/she must abide by the Code of Ethics of NHHC.

Vision Statement

To proclaim Jesus Christ, through word and deed, to the cities of Tukwila and SeaTac, Washington through a faith-based health center for the medically uninsured.

To proclaim Jesus Christ to:

The medically uninsured by giving them quality, compassionate health care and asking the Holy Spirit for opportunities to share the Good News of Jesus Christ with them.

The Christian community by providing God's people opportunities to proclaim Jesus Christ through word and deed, and by training God's people to sacrificially serve the underserved in the humility of Jesus, showing Christ to them through their words and deeds.

The people of Tukwila/SeaTac through the unity of the Body of Christ coming together to sacrificially serve the medically uninsured.

Summary of the Position

Under the direction of the Office Administrator, the Receptionist will tend to the scheduling needs of the clients of New Hope Health Center by greeting clients, setting up appointments for them, and answering the phone. He/she will make sure that the appropriate forms are readily available to clients and staff.

Essential Duties and Responsibilities

1. Arrive 30 minutes prior to scheduled shift in order to assist Office Administrator in preparing the clinic for opening (refer to '*Receptionist Opening Procedures*').
2. Greet each client as they arrive at the reception window.
3. Follow '*Appointment Scheduling Procedures*' for Scheduling clients.
4. Follow '*Telephone Answering Procedures*' for answering phone, including returning messages left on machine.
5. Make sure telephone log and appointment log is up-to-date by the end of the clinic session.
6. Assist Office Administrator as requested.

Knowledge, Skills, and Abilities Necessary

- Basic computer/ internet related skills.
- Servant's heart and a willingness to serve our patients.
- Demonstrates effective communication and interpersonal skills.
- Understands how to ask for help when situations or problems are present that are beyond their ability or knowledge.
- Understands and supports the mission of New Hope Health Center.
- Exhibits a willingness to learn new skills.

THE RECEPTIONIST WILL UNDER NO CIRCUMSTANCES OFFER MEDICAL ADVICE TO PATIENTS. ALL MEDICAL INQUIRIES WILL BE DIRECTED TO THE MEDICAL PROFESSIONALS IN THE CLINIC.

The above statements are intended to describe the general nature and level of work performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. In order to continue to manage an effective ministry, leadership may need to add to or change the duties of this position at any time.