

**TITLE: RECEPTIONIST/ADMINISTRATIVE ASSISTANT**

**General:** The Receptionist/Administrative Assistant is often the first contact person for Home Medical customers and plays a vital role in projecting the company's image and mission. Responsible for greeting customers and answering phone calls in a friendly, professional manner and providing clerical support services to administration and other departments timely and efficiently.

**Responsible To:** Manager and Executive Director

**Qualifications**

**Physical:**

1. In an average 8 hour day the employee lifts/carries up to 10 pounds frequently.
2. In an average 8 hour day the employee stands/walks 1 hours.
3. In an average 8 hour day the employee sits 7 hours. (These hours include up to 7 hours of data entry/phone work)
4. In an average 8 hour day the employee drives 0hour.
5. The employee lifts/carries up to 35 lbs. maximum.
6. Must be clean & neat in personal appearance.

**Education:**

1. High school diploma or G.E.D. equivalent preferred.
2. Medical secretary or Administrative Secretary experience/certificate.

**Experience/Knowledge/Personality:**

1. Able to function as a polite and cooperative team member with a positive attitude.
2. Good computer/keyboarding skills preferred.
3. Good oral and written communication skills.
4. Able to handle heavy phone load.
5. Able to work independently with minimal supervision.
6. Able to maintain confidentiality of information exposed to.

**On Call:**

1. This position is not required to be on call.

**Responsibilities**

and Duties:

1. Answers all phone calls in a friendly, professional manner and directs call to appropriate staff or communicates messages in a timely manner.
2. Projects a positive first impression of Home Medical by greeting customers in a friendly professional manner and directing them to the appropriate staff.
3. Responsible to maintain correspondence, files, and documents for Executive Director.
4. Maintains company's staff meeting records, to include taking minutes at meetings as requested by management, distributing to appropriate staff in a timely manner, and maintaining file copies. Sets up meeting place and necessary details as requested by management.
5. Assists controller to maintain employee evaluation records.
6. Assists management with maintaining, and documenting statistics for database and outcomes. Generate reports as requested by management.
7. Responsible to assist with company newsletter, and birthday records for staff and customers.
8. Reviews obituary notices to compare against customer list and send estate notification when indicated.
9. Researches returned mail for address changes.
10. Responsible to maintain physician license records in compliance with accreditation standards.
11. Order office supplies in a timely, cost effective manner and maintain adequate inventory levels.
12. Attend in-store meetings.
13. Perform other duties as deemed appropriate by management.