



**Receptionist**  
Indigent Health Care

**Grade/Step**  
Pay Grade: 7

**JOB SUMMARY**

This position is responsible for providing receptionist and customer service support for the operations of the Bruni Public Health Facility in Bruni, TX.

**MAJOR DUTIES**

- Provides customer services; answers telephone and greets visitors; provides information and assistance, refers to appropriate personnel; takes messages.
- Schedules and organizes Health Care Clinics.
- Schedules and confirms patient appointments.
- Maintains appropriate medical supply inventory in exam rooms.
- Maintains reporting and visitors log.
- Receives and processes incoming mail.
- Performs any other duties as assigned.

**KNOWLEDGE REQUIRED BY THE POSITION**

- Must be proficient in the use of computers and Microsoft Software Programs.
- Must have experience in the use of standard office equipment.
- Knowledge of modern office practices and procedures.
- Knowledge of county and departmental policies and procedures.
- Skill in prioritizing and organizing work.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

**SUPERVISORY CONTROLS**

The Director and Assistant Director assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

## GUIDELINES

Guidelines include county and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide receptionist and customer service support for the operations of the department. Successful performance contributes to the efficiency and effectiveness of those operations.

## CONTACTS

- Contacts are typically with the general public, health care providers, co-workers and other county employees.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- Must be able to sit or stand for prolonged periods of time
- Must be able to lift 10 lbs.
- Must be able to work outdoors as needed.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* under Civil Service; therefore, is subject to the Civil Services Rules and Regulations in addition to all other Webb County policies.

## MINIMUM QUALIFICATIONS

- Must have a High School Diploma or GED from an accredited institution.

- Must have one to two years of work experience in an office setting.
- Ability to type 30 wpm preferred.

**ACKNOWLEDGEMENT**

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

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Employee's Signature

Print Name

Date

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Supervisor's Signature

Print Name

Date