



Receptionist
Indigent Health Care

IHC/12
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; preferred.

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 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; therefor, 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.

Employee's Signature

Print Name

Date

Supervisor's Signature

Print Name

Date