

**HIGHLANDS ONCOLOGY GROUP**  
**FRONT DESK RECEPTIONIST**  
**JOB DESCRIPTION**

**Position:** BCC FRONT DESK RECEPTIONIST

**Department:** Front Desk

**Reports To:** Office Operations Manager

**Location:** Rogers, AR

**General Purpose:** Receptionists are responsible for greeting, instructing, directing, and scheduling for patients and family members, as well as answering phone calls and assisting physician schedulers.

**Job Duties and Responsibilities**

**Specific duties include, but are not limited to:**

- Primary Patient check in
- Primary Information Station for facility entrance
- Assist with new patient paperwork, patient updates, and insurance information
- Instruct/remind patients of appointment details
- Collect patient payments
- Run End of Day Reports and reconcile daily cash collections
- Answers telephone, screen calls, takes messages, and provides information in accordance with established Procedures
- Maintains neat work and waiting areas
- Corresponds to emails, phone calls, and IM messages
- Routinely address patients/family members questions and concerns regarding medical procedures and policies
- Provides information to patients regarding preparation for diagnostics and other upcoming Appointments
- Know where to locate assistances when in accordance to patients needs
- Attend required staff meetings
- Additional duties as assigned

**Qualifications:**

- High School Diploma
- 1 year of Oncology experience preferred
- Multi-tasker, detail -oriented, possess strong customer service skills with the ability to keep up in a fast-paced environment, and extremely flexible
- Strong computer, problem solving, and organizational skills
- Ability to work within a team environment
- Excellent verbal communication, interpersonal, and telephone skills
- Ability to handle heavy phone volume
- 1-2 years of Medical terminology and healthcare experience preferred
- Required to be onsite to fulfill job duties
- This job requires use of machines and equipment located onsite
- Must be able to interact and provide services to patient and employees

**Physical Requirements:**

- Job requires lifting, bending, standing, and sitting for long periods on time

**I have read the Front Desk Receptionist job description above and I have the knowledge, skills, and abilities to perform the job duties as described with or without a reasonable accommodation.**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_