

Senior Medical Receptionist

Fulltime Position | 40 Hours per Week

Position Summary

As the first point-of-contact for our prestigious plastic surgery practice, the highly motivated Senior Medical Receptionist will engage with our established as well as prospective patients over the phone as well as in-person. This position requires highly advanced receptionist skills. We are looking for a professional individual that is polished, energetic, positive and loves working with people. This a very fast-paced medical practice and this position requires a great deal of multi-tasking while maintain a professional demeanor at all times. The Senior Medical Receptionist will be first in line for all incoming phones calls and requires excellent communication skills. We pride ourselves on providing first-class service to our patients, and the individual in this role will set the tone for their entire experience.

Required Experience

- At least 5 years of medical receptionist experience with the proven ability of demonstrating advanced receptionist/customer service skills
- Associates Degree is preferred
- Excellent phone and interpersonal skills
- Strong ability to multi-task and prioritize responsibilities
- Highly proficient in Microsoft Office and Excel
- Experience in Electronic Medical Records is preferred
- Must be organized and efficient
- Able to handle a fast-paced environment
- Must be a team player
- Must maintain the highest degree of confidentiality

Responsibilities

- Greet patients and other visitors; respond to their inquiries
- Register and update patient demographics with accuracy
- Facilitate patient flow
- Protect patient confidentiality by safeguarding their Protected Health Information (PHI)
- Collect payments
- Schedule patient appointments
- Confirm patient appointments
- Effectively communicate practice offerings
- Manage special assignments
- Participate in evening seminars throughout the year

Note: Additional duties may be assigned as required.