



JOB DESCRIPTION CONCIERGE

REPORTS TO: Director of Operations

EDUCATION & EXPERIENCE: High school diploma or equivalent; further education or certification in a related field is a plus.

The Concierge is the first point of contact for patients and visitors. The primary responsibility is to provide excellent customer service by ensuring a pleasant and efficient experience for all individuals coming into the clinic. The concierge is expected to have a friendly and professional demeanor, while demonstrating a strong knowledge and understanding of the clinic's services and operations.

SKILLS:

- Proven experience working in a customer service role, preferably within a healthcare environment.
- Excellent verbal and written communication skills, with the ability to effectively communicate complex information clearly and concisely.
- Strong interpersonal skills, including the ability to establish rapport and develop positive relationships with patients, visitors, and staff members.
- Exceptional organizational and multitasking abilities to manage various responsibilities simultaneously.
- Bilingual in English and Spanish preferred.
- Ability to handle sensitive and confidential information with utmost professionalism and discretion.
- Knowledge of medical terminology, procedures, and insurance processes is preferred but not required.
- Ability to remain calm and composed in stressful situations, including during busy periods or when dealing with upset patients to help deescalate the situation.
- Flexibility to work varied shifts, including extended hours and weekends, based on the needs of the clinic.

Key Duties:

- Greeting and welcoming patients and visitors upon their arrival at the clinic in a polite and courteous manner.
- Addressing general inquiries.
- Directing patients to different departments and guiding them throughout the clinic, ensuring they reach the designated area easily.
- Providing accurate information about clinic services, procedures, insurance coverage, and any additional resources available to patients as needed.

- Collaborating with medical staff and administrative team members to ensure efficient patient flow and minimize waiting times.
- Maintaining a clean and organized reception area, including the upkeep of reading materials, brochures, and other resources for patients.
- Taking responsibility for handling patient complaints or concerns, while escalating issues appropriately to the clinic manager or relevant staff members.
- Assisting in administrative tasks such as filing documents, updating patient records, and managing appointment reminders.
- Maintain high ethical standards and professionalism represent Waco Family Medicine with integrity and dedication.
- Operating the paging system for emergency codes and other announcements as needed

PHYSICAL AND MENTAL REQUIREMENTS:

- visual and auditory accuracy
- shift length - 8 hours
- indoor setting
- occasional use of computer
- continuous sitting
- continuous use of telephone
- continuous repetitive grasping and manipulation of both hands
- continuous conversational communication
- working in a frequently noisy environment
- continuously working in a tight area
- understand/carry out simple/detailed, oral/written instructions
- memorize and retain instructions
- read and interpret detailed specifications

REVIEWED WITH EMPLOYEE:

Employee

Supervisor

Date

7/8/2023