

Position Posting

Posting Date 08.15.2017
Removal Date 09.15.2017

Posting Number: 17-223

Job Title: Receptionist

Company Description: Pleasant Hill Care Center - Piketon, OH

Internship []

Part-time Position []

Full-time Position [x]

Postings remain active only thirty (30) days.

Employer: Pleasant Hill Care Center - Piketon, OH

Contact

Person: <https://providencehcm.hrmdirect.com/employment/view.php?req=596299&csrc=23449>

Duties: Under the supervision of the Administrator; maintain safety and security of the front lobby doors, assuring they are properly supervised at all times. Project to all visitors a feeling of welcome whenever they are entering or exiting the facility. May be required to maintain the daily nursing schedule to assure the facility meets proper staffing levels. May be required to maintain Resident transportation schedule, assuring timely transport for all resident appointments. The Administrative Assistant is responsible for the timely management of all incoming calls, effectively communicating to all callers and dispatching calls appropriately to the correct department. This individual is the first impression for visitors entering the facility and is able to convey facilities beliefs.

Essential Functions:**Safety and Security**

- Assures lobby door locks are functioning properly;
- Opens doors for all visitors coming and going, assuring the residents safety at all times.
- Assure all visitors provide you with the reason they are in the facility and are properly signed in prior to leaving the reception area;

- Assure no resident is allowed out of facility without first checking with Nurses station to assure resident is signed out properly and allowed to leave under the supervision of the escort;
- Assure lobby is free from spills and hazards, clean areas throughout the day or assure housekeeping addressed any areas that cannot be quickly cleaned;
- Monitor the residents in the lobby and alert nursing to any resident in needs of assistance.

Phones

- Answer all incoming phone calls in a prompt and courteous manner;
- Screen calls as necessary to reduce messages left for questions that could have been addressed, assure staff do not receive personal calls and telemarketers are dealt with in a professional but firm manner;
- Assure all physician and hospital calls are handled quickly to assure they are given priority attention, if unable to reach nurse assure call is given to DON or Administrator.

Resident Rights/HIPPA Functions

- Maintain the confidentiality of all resident care information following all standards and guidelines of HIPPA;
- Ensure that all residents are treated fairly, and with kindness, dignity and respect;
- Knock before entering the resident's room;
- When speaking on the phone regarding resident information, assure confidentiality at all times, being careful to be aware of who is standing near the desk and may overhear conversation;
- Report all grievances and complaints made by the resident to the Administrator.

Other Position Functions

- Receives mail daily and assures timely and appropriate disbursement;
- Check fax machine at least once every hour to assure no admission faxes have arrived, if they have call the Administrator to make them aware;
- Perform Administrative requirements such as completing necessary forms, reports, etc. and assisting Managers as requested;
- Conducts self with professional decorum at all times and with all persons in the facility;
- Follows established Infection Control policies and procedures;
- Report all unsafe/hazardous conditions, defective equipment, etc. to Administrator immediately.
- Must be able to speak, read and write the English language in a legible and understandable manner;
- Must be able to read and comprehend simple written information/instructions;
- Shall not pose a direct threat to the health or safety of other individuals in the workplace. Possesses the ability to make independent decisions when circumstances warrant such action.
- Must possess the ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.
- Maintains compliance with all HIPAA regulations.
- Ability to accept assigned duties in a cooperative manner.
- Ability to assume accountability for all data contained in the employee's handbook.
- Other duties as assigned by the Administrator.

Position Requirements:

- Absolute and complete professionalism and confidentiality continually maintained.

- Flexibility and adaptability.
- Must possess exceptional organizational and communication skills.
- Must demonstrate the ability to relate positively, effectively, and appropriately with residents, families, community members, volunteers, and other facility staff.
- A special interest in working with long term residents and the elderly is preferred.
- Must have the ability to read, write, and speak English.
- Working knowledge of office machines, such as copiers, scanners, faxes, phone systems, etc.
- General computer literacy and good knowledge of Microsoft Outlook, Excel, Word, and Google
- Must have excellent attention to detail.
- Must attend and participate in continuing education programs and all mandatory in-services;
- Must be in good general health and demonstrate emotional stability.
- Must be able to bend, stoop, push, pull, and lift at least 15 pounds.
- Must be able to deal with frequent interruptions while maintaining a positive and productive attitude.

Education: High School Diploma.

Experience: Prior work as Receptionist is preferred.

Salary: TBD

Please do not remove.

Contact Tom Payton, Career Services at Extension 2713 for additional copies. Regional Campuses should see their local Student Services contact for extra copies.