

CENTRAL MONTANA MEDICAL CENTER  
**POSITION DESCRIPTION**

Position Title	Physician Office Secretary/Receptionist	Grade	
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Department	Physician Office	Exempt	
Immediate Supervisor	Clinic Office Manager	Non-exempt	<b>x</b>
Supervisor next in line	CFO	Workweek	<b>UP TO 40</b>

**POSITION SUMMARY**

- Greet, assist, and directs visitors, patients, staff and other facility callers.
- Performs secretarial duties including typing, filing, answering telephones and making copies.
- Interfacing with facility staff and outside contacts, vendors and the public.
- Pull patient's medical file and prepare necessary paper work for patients scheduled daily.
- Collect face sheets, super bills, or reports and path reports etc. and get information to supervisor for coding daily.
- Enter daily all patients' demographics.
- Get mail and open it – get checks and EOBs to supervisor for posting.

**Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:**

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

**Minimum Education, Experience, Licensure, Certification required:**

- High School diploma or equivalent.
- Reading and writing skills.
- Strong interpersonal skills.
- Needs to have good telephone techniques.
- Basic filing, office procedures and word processing.
- Strong organizational skills and advanced computer skills.
- Must be able to handle multiple duties concurrently and be able to work in a "team" environment.
- Advanced computer skills.

**ESSENTIAL FUNCTIONS/DUTIES:**  
(Must be able to perform with or without accommodation)

- 1 Receives and screens phone calls and follow through with messages and scheduling of appointments.
- 2 Organize and prioritize materials, appointments, and responsibilities.
- 3 Maintains information, reference materials, and appropriate policies and procedures issued by Central Montana Medical Center.
- 4 Handles general secretarial duties such as filing, typing, phoning, mail and supplies.
- 5 Greet patient and get patient's information for patient charts.
- 6 Completes other duties as assigned.

**Knowledge, Skills, Abilities:**

- Broad scope of CMMC functions and interrelationships.
- Concepts of public/employee relations.

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- Proper format for business letters reports policies/procedures etc.
- Resource for pertinent information.
- Central Montana Medical Center policies/procedures.
- English composition, mathematical computations, appropriate office machine capabilities.
- Knowledge of operation with following computer hardware functions as well as knowledge in Word Processing:
  - Phone/Page System
  - Computer keyboard /Typewriter
  - Microsoft Word, Print Shop, Excel and other pertinent computer programs
  - Copy Machines (various models)
  - CPSI (pertinent to Physician's office)
  - 10 – Key adding machine
  - Fax machine
  - Various printers

**Ability To:**

- Maintain confidentiality on all Central Montana Medical Center matters.
- Handle numerous projects/problems at the same time with constant interruptions.
- Deal effectively with a variety of personality types.
- Adapt to fluctuation in workload, and take responsibility for managing work hours appropriately.
- Work without supervision.
- Use tact and be sensitive to staff, public, physicians, callers, etc.
- Assume additional duties as needed.
- Communicate effectively verbally, in writing, or personally.
- Use good judgment, seek guidance when necessary, recognize, establish, respond to priorities.
- Maintain confidentiality and accuracy.

**OCCUPATIONAL EXPOSURE** for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

**OTHER EXPOSURE** for this position:

	<b>Radiation</b>	
	<b>Noise</b>	
X	<b>Other (Specify)</b>	Extended periods in front of PC.

**PHYSICAL DEMANDS:**

(Essential functions strength rating for position - see Job Analysis)

X	<b>Sedentary</b>	Exert up to 10# occasionally or negligible force frequently
	<b>Light</b>	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	<b>Medium</b>	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	<b>Heavy</b>	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	<b>Very Heavy</b>	Exert > 100# occasionally, > 50# frequently or > 20# constantly

**I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.**

Employee's Signature	Supervisor's Signature	Date