



OPEN POSITION: Medical Receptionist

DEPARTMENT/PROGRAM: Administration

The Hawai'i Health & Harm Reduction Center (HHHRC) provides harm-reduction focused services to marginalized populations in Hawai'i, including people living with and/or affected by HIV, hepatitis, substance use, homelessness, and the transgender, LGBTQ and the Native Hawaiian communities. We strive to empower the diverse communities we serve through outreach, support, and education.

DIRECT SUPERVISOR: Clinical Director

RESPONSIBLE TO: Clinical Director, APRN Rx, Contractors, Clients

MAJOR DUTIES & RESPONSIBILITIES

- Staff the reception desk during business hours.
- Assist the Hospitality Greeter with visitors to check their temperatures and direct them to an appropriate staff person for assistance & help with parking validation.
- Answer all telephone calls that come to the front desk and provide information or assistance either directly or by transferring the call to an appropriate staff person. Forward messages to appropriate recipients in office.
- Assist the Hospitality Greeter to receive mail and deliveries to distribute it accordingly.
- Monitor the whereabouts and availability of other staff members from daily roll call.
- Assist the Hospitality Greeter to ensure that the reception desk, client waiting room and lobby are maintained in a clean, neat, comfortable manner.
- Have visitors sign & check in on visitor sign in sheet if they are following staff around the office & give them a visitor badge.
- Performs clinic front desk duties, including but not limited to, answering incoming telephone calls, obtaining and/or verifying patient information, patient check in/out, coordinate and facilitate accurate patient appointments.
- Maintain accurate and strict confidentiality of patient information in electronic and/or manual systems as established by the appropriate protocols, regulations, and policies.
- Comply with all policy and procedures of HHHRC, Health and Safety program, and quality management program.
- Comply with HHHRC confidentiality policy, HIPAA & OSHA requirements, cultural competencies, and rights to person served.
- Assist the Hospitality Greeter to monitor the waiting and reception areas to ensure that visitors to the office are comporting themselves appropriately and in a manner that is consistent with office policies relating to health, safety, and courtesy.
- Deliver compassionate support, attention, and assistance to patients and families.
- Daily use of EMR system.
- Other duties as assigned by management.

REQUIRED QUALIFICATIONS

- Previous experience as a receptionist in a medical setting preferred.
- Good communication skills.
- Must have intermediate to advanced knowledge of EMR.
- Strong interpersonal and organizational skills.
- Advanced computer and data entry skills.
- Knowledge of patient care charts and patient histories.
- Knowledge of patient evaluation and triage procedures.
- Knowledge of safety, environmental, and/or infection control methods.
- Ability to maintain calendars and schedule appointments.
- Ability to maintain quality, safety, and/or infection control standards.
- Familiarity with electronic medical health care record systems.
- Moderate physical activity. Requires handling of average weight objects up to 25 pounds or standing and/or walking for more than four (4) hours per day.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness to work for a nonprofit organization.
- Demonstrated ability to work productively, both independently and as part of a team.
- Ability to work well and thrive professionally in an atmosphere of significant diversity.
- Willingness to work for a nonprofit organization.
- Knowledge of and commitment to the mission of HHHRC.

HOW TO APPLY

Please carefully read and fully comply with the following. Applicants should send a resume, a letter explaining their interest in and qualifications for this position, an application, and the names and contact information for three relevant references. Applications may be submitted via postal mail, fax or email attachment as follows:

Hawaii Health & Harm Reduction Center
677 Ala Moana #226
Honolulu, HI 96813
Telephone: 808-521-2473 ext. 234
Fax: 808-853-3274
Email: jcasken@hhrc.org

Hawaii Health and Harm Reduction Center provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.