Job Title:	Receptionist (Spa)
Department/Group:	Spa
Position Type:	Hourly non-exempt

JOB DESCRIPTION

Dermatology Solutions Group, LLC ("DSG") provides professional management services to **Gulf Coast Dermatology, P.A.** ("GCD"), a medical practice headquartered in Panama City, Florida with locations throughout Florida, Georgia and Alabama. GCD has a professional team of physicians who are trained in the medical and surgical sub-specialty of dermatology.

PURPOSE:

The Receptionist (Spa) is the first and last point of contact and is fundamental to the daily operation and success of the practice. They are responsible for smooth front office operations and a positive patient experience; and working with medical providers in the back office assisting with cosmetic procedures. They will also create a positive, productive team environment in which the highest level of patient care is provided is essential. This position will report directly to the Office Administrator and the Director of Spa Operations.

SERVICE ORIENTATION:

This position is patient focused with the objective of delivering superior patient care and ensuring positive patient experiences and outcomes.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides the highest level of customer service.
- Creates a calm and welcoming atmosphere for patients.
- Offers patients refreshments and provides patients with any pre-appointment paperwork (new patient paperwork, consent forms, etc.).
- Assists and supports providers as necessary.
- Maintains clean, neat and organized work areas including front desk, waiting areas, and patient treatment rooms.
- Completes all required facility opening and closing duties.
- Greets patients with welcoming and positive attitude.
- Drives daily revenue through assistance of retail sales, up-selling, consultations and patient retention.
- Sells the consultation to patients over the phone and in person.
- Manages multi-line phone system and assigned daily work flow.
- Fully handles patient scheduling process.
- Strives to achieve high level of patient retention and new patient scheduling.

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- Recognizes visit type and locations by color.
- Memorizes and utilizes appointment durations and appointment types during the scheduling process.
- Blocks appropriate resources / equipment during the scheduling process.
- Conducts patient appointment reminder calls, including reminder of any pre-treatment/appointment instructions.
- Ensures all patient paperwork is complete, correctly input into eClinical, and scanned into patient record.
- Sends necessary paperwork to correct departments.
- Organizes patient photographs.
- Accurately enters payments, claims and adjustments within eClinical.
- Enters required billing alerts.
- Completes Daily Reports and scans them to the correct departments.
- Balances daily cash.
- Fills out deposit slips and prepares bank deposits.
- Makes deposits and completes change requests at bank when necessary.
- Knowledgeable about current promotional events.
- Supports spa in-house and off-site promotional events, as required.
- Attends and participates in any training and educational seminars, as required.
- Creates and addresses telephone encounters.
- Escorts patients to treatment rooms and prepares them for cosmetic appointments.
- Reconstitutes/draws up injectables per provider instructions.
- Assists medical providers during cosmetic procedures (injectables, lasers, consultations, etc.).
- Prepares or assists with inventory, as directed.

SKILLS AND QUALIFICATIONS:

- Excellent oral and written communication skills.
- Teamwork and positive, patient focused attitude.
- Highly motivated and energetic with a naturally friendly and professional attitude.
- Demonstrated ability to multi-task, detail oriented, and organized.
- Ability to effectively communicate with patients, staff, and providers.
- Outstanding interpersonal skills and works well with patients using tact and diplomacy.
- Takes direction well and able to implement given direction.
- Must have a valid driver's license and good driving record.
- Ability to work independently or within a group setting.

EDUCATION AND/OR EXPERIENCE REQUIREMENTS:

- Preferred: Associate's Degree
- Minimum: one year customer service experience
- Excellent computer skills; experience with Microsoft Word, Microsoft Excel

PHYSICAL ABILITIES:

- Stand for extended periods of time; push, pull and reach; occasionally bend, sit, stoop and stretch.
- Have full range of body motion, including handling and lifting of patients.
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and medical equipment.
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus.
- Occasionally lift and carry up to 30 pounds.

OTHER:

- Travel may be required to outlying locations.
- Occasional night or weekend work may be required, but not often
- May be required to assist with procedures in which there is a presence of blood, bodily fluids and needles

WORK ENVIRONMENT:

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients and other members of the public on a regular basis. The position may cause frequent exposure to communicable diseases, bodily fluids, toxic substances, radiation, medicinal preparations and other conditions common to a clinical environment.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.