

1. GENERAL POSITION INFORMATION	
Position Name	Clinic Receptionist
Classification	Non-exempt, Part-Time, Non-Benefited
FTE	Less than 50% time, up to 18 hours per week
Work Hours	Monday-Friday, between 3 p.m. and 7 p.m. based on clinic need
Department/Division	Clinic Operations
Supervisor	Clinic Manager

2. POSITION SUMMARY
Provide 3 to 5 descriptive statements to summarize the overall purpose of the position.
<ol style="list-style-type: none"> 1. Performs scheduling and patient registration for clinic and maintaining professional demeanor via phone, written, and in-person patient interactions 2. Collects copays and outstanding balances from patients and balancing accurately within EHR and end of day closing reports 3. Communicates effectively with team members and patients of appointment types, and necessary intake paperwork 4. Completing inventory counts to ensure medical supplies and products are fully stocked and available within the clinic 5. Monitoring intern and clinician overlapped scheduling and appropriately notifying when patient is ready to room. 6. Accurately completing scanning and indexing within patient chart of completed documentation.

3. KEY RESPONSIBILITIES	
List key position responsibilities/duties by category and estimate the percentage of time spent on each responsibility. The total percentage of duties must equal 100%.	
Key Responsibilities/Duties	% of Duties
Collecting accurate patient information at registration and completing all necessary intake paperwork, while practicing patient health information	25%
Monitoring patient feedback and ensuring professional and positive patient and customer experience, and escalating concerns promptly with clinic manager for resolution	25%
Effectively preparing clinician schedules within blocked times to maximize clinician productively, and maximizing patient capacity by scheduling within same day when possible	25%
Accurately completing scanning and indexing within patient chart of completed documentation.	25%

4. UWS CORE VALUES AND ASSOCIATED COMPETENCIES	
The following Core Values are integral to working at UWS. All employees, regardless of their position within the university, are expected uphold the Core Values and demonstrate associated competencies.	
Best Practices	We maintain high standards by using and integrating evidence across multiple disciplines. To accomplish this, We:

	<ul style="list-style-type: none"> • Seek out and use relevant data to inform our decision-making. • Incorporate peer-reviewed research and professional experiences into academic discourse and patient care. • Promote student learning through excellence in instruction and assessment.
Curiosity	<p>We are innovative, open minded, and forward thinking. To accomplish this, We:</p> <ul style="list-style-type: none"> • Approach our work with curiosity, inquisitiveness and willingness to think outside the box. • Value and consider new ideas and ask, “What if...?” • Remain open to change in order to advance and improve.
Inclusiveness	<p>We are respectful, mindful, and welcoming of different ways of being, thinking, and doing. To accomplish this, We:</p> <ul style="list-style-type: none"> • Actively listen to diverse perspectives and value different viewpoints and experiences. • Promote the equity of ideas, resources, power, and identity for all. • Gather information and input from diverse groups to develop a common vision, improve policies and practices, and advance institutional goals.
Professionalism	<p>We are responsible, respectful, and accountable. To accomplish this, We:</p> <ul style="list-style-type: none"> • Demonstrate civility in all our interactions, especially when there are disagreements or differing opinions. • Take ownership of our speech, conduct, demeanor, and deliverables. • Adhere to established policies, procedures, agreements, and deadlines. • Act as thoughtful stewards of the university and its resources.
Student-Focus	<p>We work for the common good of students’ academic and professional success. To accomplish this, We:</p> <ul style="list-style-type: none"> • Incorporate student feedback to improve academics and university services. • When making university decisions, we ask: What effect will that have on students? • Seek to understand the students’ experience through their eyes.
Whole-Person Health	<p>We promote physical, mental and emotional wellness in all facets of the UWS experience. To accomplish this, We:</p> <ul style="list-style-type: none"> • Intentionally cultivate environments that support work-life balance. • Consider personal and community wellness in decision-making. • Maintain rigorous academic standards while supporting the health and well-being of our students. • Include a range of health modalities in the classroom and clinic.

5. POSITION QUALIFICATIONS

	Required	Preferred
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Education & Training	High school diploma or equivalent	Associates Degree in General Studies or equivalent
Certifications & Licenses	N/A	N/A
Experience	3 years working in healthcare or chiropractic office	3+ years' experience in healthcare or chiropractic office
Related Knowledge, Skills, & Abilities	Epic EHR experience	N/A
Other Qualifications	N/A	N/A

APPLICATION, SCREENING AND HIRING PROCESS:

Screening of applicants will begin immediately. To apply, please submit a cover letter, a resume and the names and contact information of three professional references.

University of Western States conducts background checks for the finalist or finalists of staff and faculty positions. The type of background check will vary by position type.

University of Western States is an equal opportunity employer.

To apply, please visit our website at: <https://www.uws.edu/about/employment/>. Click on the big, orange button and follow the prompts.

You may attach your materials as Word or PDF documents.