

# DOCTORS CARE

## Job Description



Job Title	<b>Guest Services Greeter</b>	Revision Date: <b>7/29/20</b>
Reports To:	<b>Jana Baker</b>	
<b>Type of Position: Volunteer</b>		

### Primary Objective

The Guest Services Greeter is the first and last person our guests see at Doctors Care. Our goal is to have a warm and welcoming presence at the front desk to greet, direct and answer incoming calls. This position is crucial in making our guests feel comfortable and appreciated.

### Core Responsibilities/Key Accountabilities

- Commitment: Four hours per week
- Greet guests as they enter building, screen for COVID-19 sign in and direct to appropriate location
- Answer incoming calls and transfer to appropriate department
- Understand Doctors Care's services and be able to communicate those with patients and clients

### Secondary Responsibilities

- Computer scheduling if needed
- Ability to work with clinic reception staff
- Special projects related to patient care such as reminder calls, follow-up, etc.

### Knowledge, Skills and Strengths Requirements

- Enjoy working with patients in person and on the phone
- Some computer knowledge helpful
- Positive and cheerful demeanor
- Reliable and flexible