



Good Samaritan Health Center Job Description *Guest Services Receptionist*

Position Summary

Good Samaritan is a faith-based nonprofit healthcare center with a mission to spread Christ's love through quality healthcare to those in need. Located in Atlanta's westside, Good Sam provides full circle of health services, including medical, dental, behavioral health, and nutrition access, to the working poor and underserved of metro Atlanta.

Our busy office is looking for a friendly face with the ability to work under pressure, communicate well with patients and physicians, and provide excellent customer service. Bilingual is preferred.

Duties and Responsibilities

- Provide high quality customer support to patients and visitors
- Answer all phone calls and transfer inquiries to appropriate staff when necessary
- Schedule, cancel and register patient appointments both over the phone and in person
- Communicate and collaborate with nursing staff to resolve patient and pharmacy inquiries
- Verify patient demographic and insurance information before appointment to ensure billing accuracy
- Communicate to patients the pre-appointment paperwork and income-based programs such as Sliding Fee Scale
- Accept and enter patient payments and print end of day batch reports

Required Knowledge and Experience:

- High School Diploma or GED required
- 1-year medical office experience
- Bilingual (Preferred)

Personal Qualities:

- Able to work well under pressure.
- Ability to communicate well with people in personal contacts and on the phone.
- Can be trusted with confidential information.
- Can effectively act as a liaison between patients and physicians.
- Must have a neat and friendly appearance.

Job Type: Full-time starting from \$14.00 per hour