

**WEST PARK HOSPITAL DISTRICT
JOB DESCRIPTION**

JOB TITLE: PBX Receptionist/Cashier
DEPARTMENT: Patient Financial Services
REPORTS TO: Director of Revenue Cycle

JOB SUMMARY: Operates hospital switchboard. Greets and directs visitors and patients. Performs cashiering duties in the absence of a cashier

AGE SPECIFIC TO PATIENT FINANCIAL SERVICES:

CULTURE/RELIGIOUS ASPECTS: Employee will care for patients of all cultural and religious backgrounds. In view of the seasonal influx of people from all over the world, be prepared to care for patients of diverse cultural and/or religious backgrounds.

ETHICS AND COMPLIANCE: Employee performs within the prescribed limits of the hospitals/departments Ethics and Compliance Program. Is responsible to detect, observe and report compliance variances to their immediate supervisor, or upward through the chain of command, the Compliance officer or hospital hotline.

ESSENTIAL FUNCTIONS:

1. Employee courtesy and using the telephone can make friends for the Hospital and make it pleasant for the employees and others. Operators are to follow the following procedures when answering calls.
 - a. Answer properly and promptly by identifying yourself and West Park Hospital
 - b. Give accurate and careful answers
 - c. Transfer calls tactfully
 - d. Always say "Please" and "Thank you"
 - e. Use a helpful and pleasant tone of voice at all times
 - f. Hang up gently
 - g. Accepts cash, check and credit card payments and provide written receipts in the absence of a cashier.
 - h. Balances payments with Cash Flow sheet at the end of the day in the absence of a cashier.
 - i. Balance petty cash drawer at the end of the day with calculator tape, initialed and dated.
2. It is the policy of West Park Hospital for PBX Receptionist-Cashiers not to give either patient's or associate's personal information, including name, to telephone callers.
3. It is the policy of this facility that the PBX Receptionist-Cashier does not accept collect calls for patient or West Park Hospital employees. The operators are also not to make long distance calls on behalf of the patients or associates other than physicians and only if related to patient care.
4. If the phone system is temporarily out of order the PBX Receptionist-Cashier is required to announce over the PA system in the absence of the third floor making the announcement.
5. The PBX Receptionist-Cashiers may be entrusted with the home telephone numbers of all West Park Hospital employees. The only exception to release these telephone numbers is when Administrators of West Park Hospital are on call and need the telephone numbers of the employee.
6. The PBX Receptionist-Cashiers will notify the staff and appropriate specific personnel when smoke or a fire has been detected.

7. On weekends and after hours the PBX Receptionist-Cashier is required to perform admission responsibilities. (Refer to Registration job description).
8. PBX Receptionist-Cashier is responsible daily to sort the daily mail for payments and to run a tape of total checks received. All other correspondence the PBX Receptionist-Cashiers is required to forward to Filing Clerk.
9. Duties as may be assigned by supervisor.
10. It is the responsibility of the PBX Receptionist-Cashiers to immediately report needed repairs of PBX equipment to maintenance.
11. In order to revise a posted schedule, it is the policy of PBX; you must submit a written request to PFS Director 3 days prior to date of desired schedule change.

SECONDARY FUNCTIONS:

1. Assists Patient Financial Services staff with typing and computer input.
2. Assists cashier in coding checks and bulk payments for daily Accounts Receivable.
3. Responsible for maintaining the phone directory and making revisions as necessary. Distributes the revised directories as changes are made.

SPECIFICATIONS:

EDUCATION: High School diploma required.

LICENSE: None

EXPERIENCE: Previous office and switchboard experience preferred.

SKILLS: Computer and typing skills required.

WORKING CONDITIONS: Works in a clean, heated, and air-conditioned area. Alternate weekends and holidays required. 10 hour shifts.

PHYSICAL DEMANDS: Long periods sitting. Normal hearing and sight are necessary.

My job requires that I lift:

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A. Up to 10 lbs.		X		
B. 11 - 24 lbs.		X		
C. 25 - 34 lbs.	X			
D. 35 - 50 lbs.	X			
E. 51 - 74 lbs.	X			
F. 75 - 100 lbs.	X			
G. Above 100 lbs. STATE WEIGHT	X			
H. STANDING		X		
I. WALKING		X		
J. SITTING			X	

Any lifting of 35# or more requires the use of an assistive device and/or physical assistance.

EXPOSURE CATEGORY

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1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

 Employee Signature

 Date

Reviewed: 2/04, 12/10

Revised: 10/08, 12/10