

# Career Opportunity



## Position Summary

### MEDICAL RECEPTIONIST

Performs check-in or check-out functions for patients. Will greet patients, collect financial responsibility fees, post payments, end-of-day balance of financial transactions and prepare chart for following day. Ideal candidate is an energetic team player with effective time management and customer service skills.

## Our Practice

North Florida Women's Care is Tallahassee's premier women's health medical group. We've provided obstetric and gynecologic services for 33 years. We've received Tallahassee's award for "Best Ob/Gyn Practice" every year since 2011, and were the 2013 Tallahassee Chamber of Commerce's prestigious "Business of the Year."

We address the health care needs of women throughout all stages of life. We provide preventative care, including well-woman and prenatal care, and we deliver babies for both normal and high-risk patients. Our skilled team of highly trained professionals includes 12 board-certified physicians, 6 nurse practitioners and 2 physician assistants. We are pleased to provide state-of-the-art in-house ultrasound services, innovative menopause management therapies, and an Electronic Health Record system.

## Experience/Education Requirements

One to two (1-2) year's of experience in scheduling or reception in a healthcare setting

Experience scheduling appointments, registering patients, and obtaining/verifying health insurance information

Advanced training or education in customer service desired

High School diploma and three (3) year's related experience; or an associate's degree



## Position Responsibilities

- Greet patients prior to their appointment
- Provide high level of patient-centered care and customer service
- Collect each patient's financial responsibility while still having a calm and positive interaction
- End-of-day balancing for your financial transactions
- Register patients
- Verify and update patient data
- Maintain strict confidentiality of patient health information
- Compile charts and required paperwork for the following day
- Verify insurance eligibility
- Schedule appointments to best meet the needs of both the patient and physicians, carefully adhering to our physicians' schedules and availability
- Perform other clerical duties, as assigned, including cross-training with medical appointment scheduling positions

## Skill Requirements

- Excellent customer service skills
- Excellent interpersonal skills
- Excellent time management skills
- Strong planning, prioritizing and organizational skills
- Computer proficiency

## Abilities Requirements

- Ability to communicate in a clear, calm and pleasant manner with patients, physicians, administrators and coworkers in person and on the phone
- Ability to function in a fast-paced environment
- Ability to function in additional clerical roles, as needed
- Ability to navigate a computerized scheduling system (Centricity)
- Ability to operate standard office equipment, including a computer and a multi-line phone system

## Benefits Offered

- Paid time off
- Health, dental and life insurance
- Healthcare spending or reimbursement accounts
- Retirement benefits or accounts
- Employee discounts
- Disability insurance
- Holidays

## Physical Requirements

This position requires: prolonged periods; manual dexterity for using a keyboard and mouse. Extended periods of viewing a computer monitor. Ability to lift up to 30 pounds. There may be short periods of bending and squatting.

## How to Apply

Email resume to:  
[resume@nflwc.com](mailto:resume@nflwc.com)

