



Haslet Receptionist

Position Description

Job Title: Haslet Receptionist	Reports To: Haslet Receptionist Manager
Date: March 2025	Hours/Status: 15 hrs/wk Non-Exempt

The Haslet Receptionist will report to and take direction from the Haslet Receptionist Manager. The Haslet Receptionist Manager, in conjunction with the Haslet Clinic Director will conduct an annual review of job performance. The Haslet Receptionist position is an essential role responsible for front-line communication for MCWC. This position is responsible for patient communication and scheduling of the daily appointments of the women who utilize MCWC for their pregnancy care needs.

The Haslet Receptionist performs some or all the following:

Patient Care

- Provide compassionate service to patients while calmly managing patient communication, filing, and answering telephones.
- Maintain MCWC's environment to ensure it is welcoming, calm, and quiet for patients and their family.
- Answer multi-line phones and either direct the caller to the appropriate party or handle the caller's needs yourself.
- Schedule appointments for new and recurring patients based on availability.
- Greet patients upon arrival, sign them in and obtain information and any other necessary data.
- Provide patients with intake and new patient forms as well as copies of our office policies and legally required documents.
- Call patients to remind them of upcoming appointments.
- Able to communicate with patients via chat, email, texting, and phone.
- Monitor stock and availability of the most up-to-date forms.
- Maintain the security of all patient files and that HIPAA compliance is maintained.
- Responsible to review and comply with all MCWC policies and procedures and applicable forms.
- Function as a Patient Advocate as needed

Facility Management

- Conduct regular inspections of the front office, waiting area, and kitchen.
- Participate in regular supply maintenance of bathrooms and kitchen.
- Maintain the security of the building.

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Qualifications

- Pro-Life, Christ follower and believes that the Bible is the inerrant word of God
- Ability to multi-task and work under pressure in a fast-paced environment.
- Excellent communication and people skills.
- Familiarity with Microsoft Office and willing to learn the Ekyros Scheduling System
- Is dependable, stable, and capable of following through on commitments.
- Aptitude in resolving issues and conflicts.
- Expresses sincere desire to reach women in crisis pregnancies, especially those who are abortion-vulnerable and abortion-minded.
- Maintains a consistent life-affirming philosophy.
- Attend scheduled in-service trainings scheduled by MCWC.
- Must complete the MCWC Volunteer Lay-counselor Training and Orientation.

NOTE: This job description is not intended to be all-inclusive. Employee may be required to perform other duties to meet the ongoing needs of Mid Cities Women's Clinic.

Employee Signature: _____ Date: _____