



Position Description: Member Services/Reception

Christian Healthcare Centers is a religious 501(c) 3 not-for-profit healthcare organization whose mission is providing exceptional medical services to the Body of Christ and community, guided by Biblical values. All Board members, administration, clinical and support staff are required to subscribe and adhere to, without mental reservation, the CHC Statement of Faith, Statement of Values, Philosophy of Wellness and Health Care, the Statement on Marriage and Human Sexuality, and the Code of Conduct.

Individuals who join our distinctive faith-based healthcare center are expected to be mature Christians who will perform their duties in a manner consistent with the organization's Christian commitment, working in a collaborative team environment where focus is on the whole person – their physical, spiritual, and mental wellness – in accordance with the teachings, principles, and guidelines of historic biblical Christianity.

Responsibilities

- Answer and direct incoming telephone calls to the appropriate person or department
- Welcome patients in person or on the telephone.
- Act as the “face” of the organization to members, prospective members, their family, and visitors.
- Convey the ministry's distinctly Christian message and show the love of Christ in all interactions with members, their family members, and prospective members.
- Be prepared to provide a basic overview of CHC's medical practice, its religious mission, and its distinctly Christian approach to healthcare to callers, visitors, members, family members, and prospective members.
- Optimize patients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keep patient appointments on schedule by communicating appointment reminders to patients, checking patients in upon their arrival, and notifying providers of the patient's arrival.
- Comfort patients by anticipating patients' anxieties; answering patients' questions, including questions related to CHC's distinctively Christian message and mission; maintaining the reception area.
- Direct patients and family members to spiritual resources available in the waiting areas as needed, and offer to pray with patients or family members in visible or apparent distress.
- Maintain/update patient personal and financial information.
- Protect patients' privacy rights by maintaining confidentiality.
- Maintain business operations by following policies and procedures.
- Actively participate in quality assessment and improvement activities.

- Actively participate in CHC team building activities.

Qualifications

- Mature Christian actively engaged with a local assembly of fellow believers
- In full agreement with CHC Statement of Faith, Statement of Values, Philosophy of Wellness and Health Care, Statement on Marriage and Human Sexuality, and Code of Conduct and willing to re-affirm those statements and agree to live by them on an annual basis
- Committed to the CHC integrated model of patient care and philosophy of wellness.
- Experience in hospitality, customer service preferred
- Three years or more of full-time work experience in a medical office setting preferred
- Passion for excellence and a desire to apply the principles of the Christian faith in the workplace.
- Knowledge of medical terminology, procedures and diagnosis preferred
- Knowledge of electronic health record systems preferred.
- Knowledge of general administrative and clerical procedures
- Proficient in using Microsoft Office
- Experience working in a pharmacy or with a dispensary preferred

Compensation

- This position may be either full or part-time and compensation is based on experience in a similar position.
- Benefits include a MemberCare membership, paid time off, flexible hours and 401 (k).

Limitations and Disclaimer

As a religious, not-for-profit ministry, Christian Healthcare Centers is permitted and reserves the right to prefer employees on the basis of religion (42 U. S. Const. amend I., 42 U.S.C. Sections 2000e-1).

This position description provides a general summary of the scope and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. Employees will be required to follow other job-related instructions and to perform other job-related duties requested by their supervisors in compliance with Federal and State laws. Qualifications are representative of minimum levels of knowledge skill and/or abilities. Continued employment remains on an "at will" basis.