



## Job Description

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**Job Title:** Receptionist/Business Office

**Department:** Grand Central/Reception

**Job Function:** All patients, visitors, and vendors are to be greeted and welcomed to the Kansas Heart Hospital. Patients are to be assisted, and Grand Central notified of their scheduled appointment. The switchboard/main telephone is to be answered and all calls disseminated to the correct destination.

### Job Qualifications:

- Education: High school graduate
- Friendly, outgoing personality, willingness to assist visitors, vendors, patients, and hospital staff.
- Multi-tasking abilities.
- Previous receptionist experience, to include computer skills.

### Job Duties and Responsibilities

- Answer the switchboard/main telephone and disseminate the calls to the correct destination. Switch telephone at night to ICU.
- Welcome and greet all individuals to the hospital. Grand Central is notified to check in the patients.
- Notify Grand Central of ambulance arrivals.
- Provide assistance to patients, families and vendors.
- Provide all vendors with a KHH visitor badge to wear inside the hospital. Document the name and destination of the vendor and inform the vendor to return the badge upon their departure. All vendors will be announced to the appropriate destination within the hospital. Vendors visiting the business Office are not required to wear a badge.
- Contact physician offices in the morning to find out physician status for the day. Types and prints the Physicians Out of Office report; contacts HR representative to distribute to various departments.
- Page doctors and hospital staff.
- Assist with overhead paging as needed.
- Assist in keeping the Receptionist manual current and up-to-date.

- Provide job applicants with KHH application.
- Assist with calling American Cab Company as needed.
- Assist the Wichita Vending Company with money lost in the vending machines. Calls the vending company when the machine is not working.
- Accepts mail from visitors and distributes to the mailbox.
- Assists the Business Office and other departments when time permits.
- Inform HR of lost and found items within the hospital.

**Job Relationships**

**Supervises:** N/A  
**Supervised by:** Chief Financial Officer  
**Promotion from:**  
**Promotion to:**