



JOB DESCRIPTION	
POSITION TITLE:	Reception Concierge
POSITION SUMMARY:	<p>The Reception Concierge position is being temporarily funded by COVID-19 relief funds. This is a temporary position at CHCFC that may become permanent based on future funding and organizational need.</p> <p>This role is responsible for maintaining a clean atmosphere and encouraging a safe flow of staff and patients through the reception and common areas within the health center.</p>
REPORTS TO:	Lead Receptionist
FLSA STATUS:	Hourly, Non-Exempt

PRIMARY RESPONSIBILITIES:

1. Greet and welcome each patient and visitor of the health center.
2. Act as a point of reference for general assistance in locating patient infection control station, check-in desks, bathrooms, and safely distanced seating or waiting areas.
3. Monitor and maintain hand sanitizers and surgical masks at patient infection control stations, ensuring that patients properly disinfect and cover mouth/nose with a mask upon entrance to building.
4. Monitor and maintain waiting room furniture, ensuring that appropriate social distancing signage is in place and adhered to, including wiping down with disinfectant wipes between uses.
5. Monitor and maintain bathrooms, ensuring wiping down door handles, faucet handles, and toilet handles with disinfectant wipes between uses.
6. Complete hourly rounding of other common areas throughout the day to wipe down door handles, stairwell railings, and other high touch surfaces.

REQUIRED SKILLS, EDUCATION & EXPERIENCE:

Communication and customer service skills required. Employee must be friendly and attentive to patients' needs. Must have attention to detail, take initiative, and be dependable.

High school diploma preferred but will consider responsible young adult who is still completing high school education.

Experience in customer service preferred.



PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to stand, walk, sit, use the hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. Must be able to lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORKING CONDITIONS:

While performing the required duties of this job, the employee is exposed to weather conditions prevalent when traveling between Health Center locations where medical care is provided. This position performs tasks that involve exposure to blood, body fluids or tissues.

This job description is subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the employee works. Performs other duties as assigned.

Employee: _____ Date: _____