



MATTHEW 25 HEALTH AND DENTAL CLINIC

Medical Receptionist

COMPANY

Our Mission: We are inspired by the Gospel to provide free primary healthcare services to uninsured, low-income residents in Northeast Indiana and Northwest Ohio.

Matthew 25 is the only full-time clinic in Allen County offering medical, dental, and prescription services at no cost to our patients. Matthew 25 is a volunteer-driven health practice that has over 450 volunteers including physicians, dentists, nurses, front desk personnel, phone operators, hygienists, and patient assistance processors. There are 30 staff members.

Matthew 25 receives no governmental monies and depends entirely on gifts from individuals, churches, organizations, and corporations, as well as grants from foundations.

JOB DESCRIPTION

We have an immediate need for a Full-time Medical Receptionist to enhance the quality of patient management and maximize satisfaction.

RESPONSIBILITIES

- Operates telephone to answer, screen, or forward calls while providing information, taking messages, or scheduling appointments.
- Greets patients entering establishment, determines nature and purpose of visit, and checks them in or directs or escorts them to specific destinations.
- Answers inquiries and provides information to the general public, patients, visitors, and other interested parties regarding Matthew 25's Medical Clinic.
- Hears and helps resolve complaints from patients.
- Files and maintains records.
- Updates patient's records when needed.
- Helps patients in filling out all necessary paperwork.
- Provides information about the clinic, such as location and hours of the clinic, how to become a patient, or services provided.
- Receives payment and records receipts for services.
- Aids in training new volunteers as well as helps them resolve issues or questions that arise.
- Aids in the screening of patient eligibility for establishment.
- Assist the Front Desk Coordinator, as needed.

REQUIRED

- Experience as receptionist or in related field
- Able to work Monday-Friday, 8:00am-4:30pm
- Excellent written and verbal communication skills
- Proficient with computers
- Excellent organizational and time management skills
- Flexible and non-judgmental approach to people
- High school or equivalent degree

PREFERRED

- Experience with electronic medical records
- Experience working on a multi-disciplinary team
- Bilingual

BENEFITS

- Earn PTO monthly
- 9 paid holidays
- Insurance
- Dental coverage
- Weekends and 9 holidays off
- 403(b) Qualified Retirement Plan offered
- Office closed Christmas Eve through New Year's Day

REPORTS TO: Front Desk Coordinator

Interested applicants should send cover letter and resume to our Human Resources Director at sglover@matthew25online.org or 413 East Jefferson Blvd., Fort Wayne, IN 46802.