The mission of Community Health Programs is to improve the health of people throughout the Berkshires by delivering exceptional, compassionate health care.

**Job Title:** Medical Receptionist  
**Department:** Neighborhood Health Center  
**Location:** Pittsfield, MA  
**FLSA Status:** Non Exempt  
**Hours:** 40 Hours  
**Reports To:** Practice Manager

**Position Summary:**  
Community Health Programs seeks a Medical Receptionist to join our primary care practice located in the heart of the Berkshires. The Medical Receptionist welcomes patients to the Health Center and checks all pre-exam requirements including patient information. This person collects co-payments and notifies the clinic that patients have arrived for their appointments. Medical Receptionist are responsible for the providers’ schedules and ensure that patients and providers are notified accordingly.

The Medical Receptionist contributes to a work environment that is caring, collaborative, and innovative. This person will support CHPS’s mission, vision, values and will adhere to compliance protocols as well as CHP’s policies and procedures.

**Essential Duties and Responsibilities include the following. Other duties may be assigned.**

- Welcome patients to the Health Center; ensure that all pre-exam information is up to date and accurate before appointments; collect co-payments; make sure that referrals are received.
- Provide schedule support to providers; perform clerical duties as requested; provide information to patients/outside callers; record and deliver messages.
- Answer, screen and route outside calls to the appropriate area or individual; conduct scheduling/reminder/rescheduling phone calls to patients.

**Education/Experience:**

**Education:** A high school diploma or equivalent is required.

**Experience:** Three or more months of reception experience is preferred. Electronic medical records experience is preferred.

**Skills/Knowledge/Competencies (Behaviors):**

- Ability to interact with others with tact and diplomacy; treat others with respect and consideration regardless of status or position; contribute to a positive team spirit; balance team and individual responsibilities; display highest degree of professionalism and ethics.
- Respond appropriately to patient needs; manage difficult or emotional patient situations in a way that instills trust and respect; solicit feedback to improve performance.
- Ability to manage multiple priorities; work well under pressure; complete tasks correctly and on time with limited supervision; step in when needed and cross train for additional site coverage; respond promptly to requests for service and assistance.
- Ability to effectively present information in one-on-one or small group situations; respond well to questions; complete administrative duties accurately and timely.
- Ability to calculate figures and amounts; solve practical problems; interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Punctual and reliable; ability to maintain schedule commitments.
- Spanish speaking/bilingual is a plus.
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An individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Community Health Programs, Inc. embraces its role as a nonprofit health care provider and community partner. We are a leader in the communities we serve by providing highest quality healthcare, dental services, wellness education and family support services. CHP outreach provides free health screenings, insurance enrollment assistance as well as information so people can learn how to take better care of themselves and their families. We are a network of health centers and caring professionals that provide outstanding primary and preventative care for patients of all ages. What's truly unique about CHP is our broad spectrum of support services that extend well beyond medical and dental.

Berkshire County, located in the far western region of Massachusetts, is one of the premier destination spots in all of New England. Abutting New York State to the West, Vermont to the North and Connecticut to the South; the Berkshires is made up of 32 quaint cities and towns, each with its own history and beauty. It is rich in culture, outdoor activities, logging and fine dining. Berkshire County is also an easy drive to both Boston and New York City metropolitan areas.