

# East Liberty Family Health Care Center

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## Employment Opportunity

February 6, 2012

East Liberty Family Health Care Center is seeking to hire a full-time phone receptionist. The phone receptionist is responsible for answering telephone calls and routing the calls to the correct medical teams, including calls from patients, hospitals and outside physicians. This person will also perform other duties that are assigned within the office.

### **Phone Receptionist (Full-Time, Medical)**

- Routes patient phone calls to the appropriate teams.
- Expresses hospitality and joy to patients. Optimizes patients' satisfaction, providing time of appointments, directions by telephone etc.
- Comforts patients by anticipating patients' anxieties; answering patients' questions.
- Routes phone calls from other physicians or hospital to the appropriate team.
- Protects patients' rights by maintaining confidentiality of personal and financial information.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

**Qualifications:** Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing, Professionalism, Quality Focus.

### **Resumes are now being accepted for this position.**

Please send your resume or letter of interest via mail, fax or email to:

Janice Kondel, Billing Manager  
7171 Churchland Street  
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