

# First Impression Assistant

## Position Summary:

As a First Impression Assistant, you will be the first point of contact for customers, clients, and visitors. You will be responsible for creating a welcoming and professional environment while assisting with administrative and customer service duties. This position requires strong communication skills, a positive attitude, and the ability to multitask effectively.

**Minimum Qualifications:** High School Sophomore, High school graduate or equivalent with excellent communication skills. One to two years of customer service experience is required.

## Job Specific Functions:

- Follow opening and closing procedures according to office guidelines.
- Greet patients in a polite, prompt, helpful manner and provide any necessary instructions/directions.
- Answer a multi-line telephone system in a friendly and knowledgeable manner. Directing calls and taking messages.
- Scheduling appointments, organizing documents, and responding to emails.
- Obtain and enter new client information; update client information as necessary into the system to ensure billing accuracy.
- Collaborate with team members to assist them and ensure smooth daily operations.
- Attend staff meetings as required.
- Maintains strict confidentiality, adhering to all guidelines and regulations.
- Other duties as assigned.

## Core Functions:

- Maintain positive working relationships and demonstrate exceptional customer service skills. Work cooperatively, address conflicts, and communicate effectively with all team members and clients.
- Perform all duties in accordance with to the highest professional standards and practice policies and procedures. Practice good stewardship of practice resources. Demonstrate initiative and accountability in all assigned tasks.
- Effectively use electronic, verbal, nonverbal, written, and interpersonal communication skills clearly and concisely to ensure appropriate understanding and response.

## Additional Knowledge, Skills, and Abilities Required:

- Knowledgeable with Microsoft Word, Microsoft Excel, Microsoft Outlook, and basic office equipment.
- Ability to operate a multi-line telephone system and answer the telephone pleasantly.
- Must be organized and meticulous and able to multi-task. Ability to read, understand, and follow oral and written instructions.
- Ability to establish and maintain effective working relationships. Must be able to interact effectively and in a supportive manner with people of all backgrounds.
- Remain optimistic and adapt to varying demands in a stressful environment.

## **Working Conditions and Physical Demands:**

Work is performed in a fast-paced, high-volume office. Occasional stress related to workload and customers with urgent needs. Interaction with others is constant and interruptive. Work may require hand dexterity for telephone and office machine operation. Office areas require sitting, standing, and walking associated with a busy office environment. Light physical work and occasional lifting of up to 20 pounds may be required.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, skills, and working conditions may change as needs evolve.

Job Type: Part-time

Pay: \$16.00 - \$19.00 per hour

Benefits:

- 401(k)
- Health Insurance
- Dental Insurance
- Vision Insurance
- Disability Insurance
- Life Insurance
- Paid time off

Schedule:

- Monday to Friday

Education:

- High school or equivalent (Preferred)