



## **JOB DESCRIPTION**

### **Front Entrance Attendant**

**Business Unit:** Aspire Indiana Health  
**Department:** Outpatient Services  
**Reports to:** Practice Manager  
**Created:** 7/31/2020

**Location:** Anderson, Indianapolis, Carmel, Noblesville  
**Site:** As Assigned  
**FLSA Classification:** Full-Time, Non-Exempt  
**Modified:**

#### **POSITION SUMMARY**

To facilitate the safe interaction between Aspire clients and or visitors when presenting to the outpatient facilities, by maintaining good communication, providing excellent customer service, both internally to Aspire employees and externally to patients, visitors, etc, providing a variety of administrative duties while supporting Aspire's mission, vision, values, and strategic priorities. This position will consistently communicate with the practice management team and coordinate services to the highest quality. As a Front Entrance Attendant, you should continuously promote the direction and expectations set forth by that team, in conjunction with the administration of Aspire Indiana.

#### **ESSENTIAL RESPONSIBILITIES:**

- Greet individuals entering clinics through public entrances, including clients and their guests
- Obtain temperatures on all persons entering the clinics
- Instruct people entering to utilize hand sanitizer upon entering
- Provide masks for people that do not have a mask upon entering
- Screen people entering for any COVID-related symptoms and risk factors from a provided list
- Direct people to appropriate waiting areas when they pass the screen
- Deny entry to people that have a temperature above 99.5 F or report / exhibit symptoms
- Use the Infection Control Form to report whenever a client is denied entry due to symptoms, including fever or direct person to person contact with a known COVID positive individual
- Sanitize the waiting area furniture and surfaces in between each use by client and/or guest
- Maintain necessary supplies to perform their tasks including masks, hand sanitizer, and a thermometer(s)

#### **Customer Service**

- Interact with staff and clients in a positive, helpful and professional manner via phone or in person to effectively handle difficult situations with appropriate tact, respect and resourcefulness
- Respond timely and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication and a team work atmosphere

#### **Coordination and Communication**

- Maintain positive, effective communication with Aspire clients, guests, staff and supervisors
- Explain requirements for entry to our facilities patiently and thoroughly
- Open to coaching; respond appropriately to direction from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities

- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Report any incidents or difficulties with performing these functions to a member of management in a timely manner

### **Performance**

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire’s policies, procedures, and guidelines, including the Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, TB documentation, car insurance, etc.)

### **Professional Development**

- Complete all required Relias training in accordance with Aspire recommendations
- Participate in appropriate team and/or administrative meetings

### **Core Values**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion
- **Self-Care**- Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

### **Position-Specific Competencies**

- **Decisive** – Demonstrate confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for clients and staff beliefs, values and judgment
- **Helpful**- Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization

### **Skills, Knowledge and Abilities**

#### **Education/Experience**

- High School Diploma or equivalent preferred
- Previous experience in a mental health/behavioral health setting and/or medical office setting preferred

#### **Other**

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols
- Seek guidance and direction proactively to facilitate the successful completion of all job duties
- Must be able to work independently as well as collaboratively within a team setting
- Must have strong customer service and interpersonal communication skills
- Must have the ability to communicate effectively via phone or in person
- Demonstrate respect for the clients confidentiality practices, as well as for the expertise of other team members
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings

- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have reliable transportation to attend trainings and/or meetings
- Display a positive work ethic

### **PHYSICAL DEMANDS & WORKING CONDITIONS**

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Predominantly an office-based environment
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time
- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office

### **Background Checks**

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

### **Supervisory Responsibilities**

This position has no responsibilities

### **Work Hazard Category**

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

### **Employee Statement of Understanding**

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

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Employee Signature

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Date

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Printed Name