



Oklahomans for Equality

Job Title: Clinic Receptionist Supervisor: Nurse Practitioner/Clinic Director

JOB PURPOSE: The clinic receptionist will provide a constant presence and patient attention needed during clinic hours. This will complement the work of the clinic and nurse practitioner so that the clinic runs effectively and efficiently. The work consists of, but not limited to, answering phones, assisting patients, scheduling, filling and documenting, keeping the clinic clean/tidy free of outdated materials & HIPAA Compliant.

SKILLS and KNOWLEDGE:

Required:

- HS Diploma or GED
- 2 years proven customer service or equivalent role
- Organizational skills and interpersonal skills
- Communication skills
- Proficient in computer software programs
- Reliable transportation
- HIPAA informed and educated or willing to learn
- Ability to learn new skills quickly

Preferred:

- Experience in medical field or environment
- Associates Degree, Certificate or equivalent
- 2 years of staff or Volunteer support
- Bilingual (English/Spanish, ASL)

PRINCIPLE ACTIVITIES AND ESSENTIAL FUNCTIONS:

- Opens Clinic before first patients arrive, closes after last patient
- Arrive at clinic a minimum of 15 minutes before clinic opens
- Attend weekly staff meetings
- Maintain team mentality, offering to assist in others areas as needed
- Basic filing, charting, faxing, ordering supplies
- Daily computer work using Microsoft programs as well as various operational programs
- Manage difficult conversation with a professional attitude
- Maintain a professional environment with staff and clients
- Assist in daily cash reconciliation
- Report concerns promptly to avoid disruption of work environment
- Use of phone systems, online faxing, message retrieval and proper documentation
- Weekly office clean up (i.e.: cleaning off desk, tables, chairs, window sills, etc.)
- Communicate regularly and professionally to patients, Pharmacies and Clinics
- Other duties as assigned

PHYSICAL REQUIREMENTS:

1. High level of concentration and aptitude for learning wide variety of program information and new computer applications.
2. Ability to effectively use a computer for work needed.

3. Ability to move, bend, and reach.
4. Physically able to sit at a computer station for extended periods of time
5. Ability to speak distinctly and to hear in order to communicate with clients and staff on the phone or in person
6. Patience to deal with 5 or more people at the same time
7. Sound judgment and problem-solving skills for dealing with daily issues in a variety of situations.
8. Ability to work in a fast-paced, ever-changing environment.

Employee Signature: _____

Date: _____

Printed Name: _____

FLSA Status: Non-Exempt, hourly

Effective Date: 3/31/2026

Work Environment: onsite – Office

Equal Opportunity and Non-Discrimination Statement

In order to provide equal employment and advancement opportunities and advancement to all individuals, employment decisions at Oklahomans for Equality will be based on merit, qualifications, and abilities. Oklahomans for Equality does not discriminate in employment opportunities or practices on the basis of race, ethnicity, marital status, veteran status, color, religion, sex, gender identity, national origin, age, disability, sexual orientation, or any other characteristic protected by law.