

## **POSITION DESCRIPTION: DOOR MONITOR**

### **GENERAL PURPOSE**

The Door Monitor is responsible for greeting guests at the front door and performing clinic safety protocols prior to patient entry and exit, also address patient inquiries.

### **SUPERVISION RECEIVED**

Works under the supervision of the Medical Clinic Manager or Registered Nurse

### **SUPERVISION EXERCISED**

None

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greet all patients and staff pleasantly and with courtesy, provide visitors with all directions and provide all information regarding pertinent information relating to their visit to the health center.
- Maintain and perform all housekeeping duties and ensure optimal safety standards relating to the front door entrance and reception areas.
- Manage all communication with patients and refer complex issues to the appropriate staff members or manager, ensure a safe working area for all staff and patients.
- Adhere to strict HIPAA policies on maintaining confidentiality and privacy of call cases, contacts, and information. Signed confidentiality agreements will be required.
- Adhere to the clinic's Safety Protocol Plan and ensure that the plan is in place regarding all persons entering the front doors of the health center.
- Perform all other duties assigned.

Position Status: Temporary Full-Time

### **MINIMUM QUALIFICATIONS**

- High School Diploma or GED preferred.
- Must have good verbal and writing skills.
- Basic clerical skills required, pc skills a plus.
- Knowledge of general office automation, practices and procedures in order to store and retrieve general medical records data; typing proficiency required and/or computer keyboarding for performance of general office support work.
- Must be organized and detail oriented.
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### **PHYSICAL REQUIREMENTS**

The employer must occasionally lift and/or move up to ten (10) pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The noise level in the environment is typical of an

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office setting. While performing the duties of this job the employee is required to sit; talk or hear; stand; walk; use hands to finger; hand or operate objects, tools or controls; and reach with hands and arms.

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

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Employee Acknowledgement

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Date

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