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ENT Surgical Consultants
Joliet | Morris | New Lenox

Phone: 815-725-1191
entsurgicalillinois.com

Job Title: Receptionist

Location: Joliet, IL (with willingness to travel to other offices as needed)

Job Type: Full-time/Part-time

Job Description:

ENT Surgical Consultants LTD. is currently seeking a friendly, organized, and professional Receptionist to join our team across three locations. As the first point of contact for our patients, the Receptionist plays a crucial role in providing exceptional customer service and administrative support to ensure a positive experience for patients and visitors.

Key Responsibilities:

- Greeting patients and visitors with a warm and welcoming demeanor, providing assistance and direction as needed.
- Answering incoming phone calls, scheduling appointments, and managing the appointment calendar efficiently.
- Verifying patient demographic and insurance information, accurately entering data into electronic medical records (EMR) systems.
- Coordinating patient check-in and check-out processes, collecting payments, and issuing receipts as necessary.
- Responding to patient inquiries, providing information about services offered, office policies, and procedures.
- Managing patient records, including scanning, filing, and organizing documents in accordance with regulatory requirements.
- Liaising with medical staff, nurses, and providers to communicate patient needs, concerns, and appointment requests effectively.
- Assisting with administrative tasks such as faxing, photocopying, and sorting incoming mail.
- Maintaining cleanliness and organization of the reception area, ensuring a comfortable and welcoming environment for patients and visitors.
- Adhering to HIPAA regulations and maintaining patient confidentiality at all times.

Qualifications:

- High school diploma or equivalent required; additional education or training in medical office administration or related field preferred.
- Previous experience working as a receptionist or customer service representative in a healthcare setting preferred.
- Excellent communication and interpersonal skills, with the ability to interact professionally with patients, families, and staff members.
- Strong organizational skills and attention to detail, with the ability to multitask and prioritize tasks effectively.
- Proficiency in using computer software and electronic medical records (EMR) systems; familiarity with medical billing software is a plus.
- Ability to maintain composure in fast-paced environments and handle difficult situations with patience and diplomacy.



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- Customer-focused attitude with a commitment to providing exceptional service to patients and visitors.
- Team player with the willingness to collaborate and support colleagues in achieving common goals.
- Flexibility to adapt to changing schedules and responsibilities as needed.
- Professional appearance and demeanor, with a positive attitude and willingness to learn and grow in the role.

Working Conditions:

The Receptionist will work in a clinical setting across three locations of ENT Surgical Consultants LTD. The position involves primarily indoor work in a well-lit and climate-controlled office environment. Occasional evening or weekend shifts may be required based on operational needs. The receptionist may be required to sit or stand for extended periods and engage in repetitive tasks such as typing and answering phones.

If you meet the qualifications and are interested in joining our team as a Receptionist, we invite you to apply for this position with ENT Surgical Consultants LTD. We offer competitive compensation, benefits, and opportunities for professional development. Join us in providing exceptional patient care and support to our community.