

**Job Title:**

Receptionist

**Job Overview:**

Receptionists are responsible for ensuring each patient has an outstanding experience during his/her visit to Organic Remedies. By providing a superior level of service, Receptionists will ensure patients are greeted with a smile and checked in efficiently. Receptionists must be empathetic and understanding of patient's conditions. In addition, Receptionists will answer phones, schedule appointments, manage patient charts and utilize multiple software platforms to collect patient data and manage product menus.

**Reports To:**

Receptionists report to multiple management level positions including Team Lead, Dispensary Manager and Pharmacist. Depending on the scheduled shift one or more management level staff will be available to offer advice and answer questions. Performance reviews will be written and administered by the Dispensary Manager in collaboration with Pharmacist and Team Lead.

**Essential Responsibilities and Duties:**

- Provide patients with an outstanding experience during their visit
- Act as the gate keeper for the front door only allowing in patients who present with a medical marijuana card or caregiver card along with government issued photo identification
- Review patient's government issued identification and medical marijuana card to validate patient's identity.
- Check in patients into the MJ Freeway seed to sale tracking system
- Create patient charts and facilitate paperwork completion
- Enter patient information into an electronic health record
- Answer phones and provide basic information to patients
- Schedule patient appointments and maintain daily/ weekly consult schedule
- Take patient orders via the phone, reduce to writing and supply to sales team
- Walk patients back to waiting room and deliver patient chart to pharmacist
- Assist with basic cleaning and housekeeping duties
- Assist with end of day inventory counts and reconciliation
- Assist with end of day cash balancing and financial reporting
- Follow all Pennsylvania Department of Health Medical Marijuana regulations
- Other duties / responsibilities as assigned by management

**Qualifications:****Qualification Requirements:**

- To perform this job successfully, the employee must be able to perform each essential responsibility and duty satisfactorily.
- Minimum age of 18 years old
- Ability to pass a drug test

- Ability to pass a state and federal criminal background check

**Education/ Experience:**

- High school diploma or general education degree (GED), plus one-year experience in retail or healthcare or hospitality/ service industry.

**Language Skills:**

- Ability to read and interpret documents such as standard operating procedures, employee handbook and other company documents.
- Ability to read, write and speak English fluently
- Ability to alphabetize documents

**Math Skills:**

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**Reasoning Ability:**

- Ability to apply common sense understanding to carry out instruction furnished in written, oral or diagram form.

**Other Skills, Abilities and/or Training:**

- Committed to providing customer service that makes both internal and external customers feel welcome, important and appreciated
- Ability to preserve confidentiality of information
- Ability and willingness to move with purpose and a strong sense of urgency
- Ability to work weekends on a regular basis
- Ability to work extended days on an occasional basis
- Ability to work day or evening hours
- Accuracy and attention to detail
- Ability to organize and prioritize a variety of tasks/ projects
- Familiarity with industry/ technical terms and processes
- Ability to work within strict time frames and resolute deadlines
- Proficiency with the Microsoft Office Suite

**Physical Demands:**

- The physical demands described below are representative of those that must be met to successfully perform the essential responsibilities and duties of this job.
- Regularly required to do the following activities
  - o Stand dynamically for long periods without a break
  - o Perform continuous operation of a personal computer for four hours or longer
  - o Use hands to finger, handle, and/or feel; the ability to type, pick, pinch with fingers, seize, hold, grasp or turn with hands and perceive attributes of objects and materials such as size, shape, temperature, or texture, by touching with fingertips

- Maintain balance while walking, standing or crouching
- Twist upper torso
- Reach up and out with hands and arms
- Lift up to ten to twenty pounds and carry a distance of one hundred feet