NORTH EAST MEDICAL SERVICES
東 北 醫 療 中 心

NORTH EAST MEDICAL SERVICES
VOLUNTEER POSITION DESCRIPTION

Title: Clinical Greeter Volunteer
Location(s): Multiple Locations
Host Name: Clinic Operations Manager

SUMMARY OF VOLUNTEER POSITION:

The greeter is responsible for welcoming all patients, families, and visitors who enter the clinic. The greeter will assist with guest inquiries, directions, and initial questions regarding the facility or services. The position may require floating in between clinics.

ESSENTIAL FUNCTIONS:

- Greet patients and visitors and provide a positive first impression of NEMS.
- Help guide patients to the appointment location(s) within the building.
- Provide non-medical translation services for patients.
- Answer questions or refer patients/visitors to appropriate resources within the clinic.
- Maintain the visitor log as appropriate.
- Keep the front entrance clear and unobstructed for patient and visitor drop off and pick up.
- Help obtain wheelchairs for patients and visitors who may have mobility constraints.
- Monitors the entrance and lobby for any safety and/or sanitary concerns, and promptly reports any issues to the appropriate person at each clinic location.
- Assist in clerical and/or administrative duties as appropriate.
- Uphold HIPAA guidelines and maintain confidentiality in all interactions.
- Ability to go up and down stairs on a frequent basis.
- Monitors the waiting area to check in on patients that may require guidance or assistance.

PREFERRED QUALIFICATIONS:

- Experience serving customers and patients, preferably in the healthcare industry.
- Ability to climb ramps or stairs with ease.
- Excellent interpersonal communication skills (verbal, written and listening).
- Experience in using computers, telephones, and office equipment.

LANGUAGE:

- Fluent reading, writing, and speaking in English is required.
- Ability to speak a Chinese dialect, Vietnamese, Spanish or another language is an asset.

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This is a volunteer position. I, the undersigned, acknowledge that I have read, understood, and accepted this position description and am able to perform these essential job functions without restrictions. I also understand that it may be modified from time to time.

_____	_____	_____
Volunteer Print Name	Volunteer Signature	Date

If the volunteer is under 18 years of age, please also have your parent/guardian sign below:

_____	_____	_____
Parent/Guardian Name	Parent/Guardian Signature	Date
_____	_____	_____
Volunteer Coordinator Name	Volunteer Coordinator Signature	Date
_____	_____	
NEMS Host Name	NEMS Host Title	
_____	_____	
NEMS Host Signature	Date	