

# Pleasant View Nursing Home

---

## Green County Position Description

**Position Title: Receptionist**  
**Department: Pleasant View Nursing Home**  
**Payroll Group: PV 1**  
**Pay Grade: C**

**FLSA: Non-Exempt**  
**Reports to: Business Office Manager**  
**Date: January 2020**

### **PURPOSE OF POSITION**

The Clerk-Receptionist performs fiscal, secretarial and administrative tasks relating to the business operations of the Nursing Home. The work requires independence of action in the application of office guidelines to the assigned tasks.

This position is required to work every other weekend with the Thursday prior and Tuesday after as days off in order to main 40 hours per week.

### **Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Operate a multi-line telephone system. Handles trouble-shooting concerns with switchboard, extensions, and wireless phones.
- Sort and forward incoming faxes immediately to necessary parties.
- Transcribe and type letters, memos, reports, minutes, confidential correspondence and related material from clear copy or rough draft.
- Sort, index, and file records and materials from various departments.
- Compose routine replies to general inquiries and correspondence.
- Assist various departments in preparing and revising forms.
- Format, maintain and revise the various manuals in nursing, administration, dietary, and facility.
- Report weekly senior meals to appropriate departments in county.
- Compile data and information to assist in the billing process.
- Daily town run to pick up mail and items at courthouse for distribution.
- Sort incoming and outgoing mail for the facility and residents. Assist with preparing and mailing packages for residents.
- Maintain schedules for use of Education, Conference & Community Rooms.
- Update TV slides with upcoming events.
- And such duties and responsibilities as may be assigned from time to time by all departments.

### **Resident Rights**

1. Maintains the confidentiality of resident health care information.
2. Upholds Resident Rights
3. Reports allegations of resident abuse or neglect immediately to the Administrator. Safe guards the resident from harm.

### **Personnel Functions**

1. Understands and follows the Green County Employee Handbook.
2. Follows facility guidelines and is responsible to read and understand updates, memos, and educational sessions.

## Pleasant View Nursing Home

---

3. Fulfills work schedule arriving to the work station at the start of the shift. Meets attendance standards.
4. Communicates concerns, questions, frustrations and complaints to the supervisor in a timely and confidential manner. In the event that this communication is not resolved, communication of this will be presented to the Administrator.
5. Develop and maintains a good working rapport with personnel within the business office department and other departments within the facility.
6. Creates and maintains an atmosphere of warmth, personal interest and positive emphasis, as well as a calm environment throughout the department and facility.
7. Performance and conduct reflects positive customer service to internal and external customers.
8. Upholds the privacy and confidentiality of resident information at all times.
9. Attends all mandatory in-services or completes the make-up session in a timely manner.
10. Attends and participates in unit meetings, department meetings and other meetings as assigned
11. Uses the facility computer for resident documentation only. Understands that the computer is facility property and is not to be used for personal use for any reason or method.
12. Understands that job performance will be reviewed for a clear understanding of expectations.
13. Understands that job performance that does not meet standards and guidelines may result in disciplinary action up to and including termination.

### **Minimum Training and Experience Required to Perform Essential Job Function**

- Has a basic understanding of caring for the elderly and special needs
- Has a basic understanding of Resident rights
- Has a basic understanding of Abuse Prevention and Reporting
- Has a basic understanding of change of condition
- Has a basic understanding of accident prevention and safety
- Has a basic understanding of Fire Safety and Tornado safety.
- Has a basic understanding of dementia and approaches in caring for a person with Dementia
- Has a basic understanding of what to do when a resident presents in a combative, aggressive or difficult manner.
- Has a basic understanding of Infection Control practice

Pleasant View Nursing Home is a 24-hour facility which requires continuous care for residents, therefore employees must meet attendance standards by arriving to work on time, work all scheduled shifts and extra shifts that are agreed to work and have an overall excellent attendance record.

### **Education and/or Experience**

- High school diploma or general education degree (GED); six months related experience and/or training; or equivalent combination of education and experience.
- Working knowledge of computer hardware and software applications. Using programs such as Word Perfect and Excel Spreadsheets. (Excel is required by Federal Regulations).
- Ability to operate various office machines, including computers, printers, calculators, and copy machines.

### **Language Ability and Interpersonal Communication**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees and organization.

# Pleasant View Nursing Home

---

## **Mathematical Ability**

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **Reasoning Ability**

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **Certificates, Licenses, Registrations**

Valid driver's license.

## **Physical Requirements**

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk or hear
- Ability to stoop, squat, bend, kneel, reach, twist, climb and balance approximately 1-33% and have hearing acuity, vision acuity far, vision acuity near, color vision and depth perception approximately 67-100% of the time working.
- Ability to use both right and left hands for repetitive actions such as grasping, grasping and turning, fine manipulation, speed work.
- The employee must occasionally lift and/or move up to 10 pounds.

## **Environmental Adaptability**

- In regard to environment factors work under moderately safe and comfortable conditions with potential factors such as odors, smoke, potential violence, noise, disease.

Green County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date