



PO Box 494, Katonah, NY 10536
Tel 914.437-7898
jobs@etainhealth.com

RECEPTIONIST

JOB DESCRIPTION

Classification:

Full/part time

Reports to:

Dispensary General Manager
Albany, Syracuse, Kingston, Yonkers, NY

JOB DESCRIPTION

Objective:

Provide professional, patient centric services to patients and dispensary employees. As the face of Etain LLC, our receptionists will be expected to make all patients feel comfortable and welcome.

Essential Functions:

1. Greet incoming patients and direct them to proper dispensary department
2. Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs
3. Answer phone calls in a professional manner that is in keeping with Etain LLC standards
4. Manage appointments for dispensary counselor and pharmacist
5. Maintain patient intake records
6. Log transactions
7. Provide direction to new patients
8. Remain compliant with Department of Health regulations under the New York Compassionate Care Act

Competencies:

1. Organizational ability necessary to maintain multiple schedules
2. Personable demeanor
3. Recordkeeping ability
4. Ability to use a computer and to learn new programs
5. Ability to answer phones in a professional and consistent manner

Supervisory Responsibilities:

This position does not have supervisory responsibilities.

Work Environment:

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This is an office position that will require long hours seated behind a desk. It will occur during standard Etain LLC business hours. Each receptionist will work out of one of four Etain LLC dispensary locations.

Travel:

Travel is not required as a part of this position.

Preferred Education and Experience:

1. High School Diploma
2. 2 years experience
3. Equivalent level of education, training, and experience

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.