

Job Title/Position: *First Impressions Specialist*

Reports To: *Executive Coordinator*

JOB DESCRIPTION SUMMARY

The First Impressions Specialist is responsible to uphold the first impression of Custom Home Health and Custom Hospice for both in-person guests and incoming phone calls. Additionally, they are responsible for administrative duties assigned by the Executive Coordinator.

ESSENTIAL JOB FUNCTIONS/RESPONSIBILITIES

1. **First Impressions:** Engages and interacts with guests to create a warm and welcoming environment, offers refreshments, and notifies the appropriate person of the guest's arrival. Ensures the reception area is clean and safe at all times.
2. **Mail and packages:** Responsible for all mailing matters including collecting outgoing mail to deposit in building mailbox prior to 5pm daily, retrieving incoming mail and delivering to appropriate people, sign and retrieve all packages/deliveries and bring them to the recipient.
3. **Maintains security** by following procedures, rules and regulations.
4. **Answering Incoming Calls:** Responsible for answering the phone for both Home Health and Hospice. Directs the call to the appropriate person or team. When not able to answer phone, Care Coordinators oversee incoming calls.
5. **Meetings and Events:** Responsible to support the supervisors for any clinical meetings. These tasks may include making copies, creating sign in sheets, ordering food and beverages, setting up before the meeting and cleaning up after the meeting concludes. Some meetings may be held outside of business hours.
6. **Administrative Tasks:** Including, but not limited to, creating open packets and other paper resources for clinical staff, orders all office supplies, assign monthly equipment cleaning logs on Kinnser, update and maintain the physician verification log, and all tasks assigned by the Executive Coordinator
7. **Maintains effective communications.**
8. **Other duties as assigned by the Executive Coordinator.**

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbents may be requested to perform job-related tasks other than those stated in this description.

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POSITION QUALIFICATIONS

1. High School graduate.
2. Microsoft Office proficient.
3. Exceptional organizational and multi-tasking skills.
4. Excellent telephone and customer service skills.
5. Strong work ethic.
6. Time management skills required.
7. Demonstrates patience, flexibility, and a cooperative attitude.
8. Must be empathetic, non-judgmental, tactful, responsible and organized.
9. Must understand the team approach and be a supportive team member.
10. Must have and maintain a valid Michigan Driver's License, maintain automobile insurance coverage and have access to a reliable automobile.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee regularly is required to stand, walk, sit, use hand to finger, handle or feel objects, tools, or controls; and reach with hands and arms.

The employee frequently lifts and/or moves up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Employee Signature

Date