



## **Patient Access Greeter (FT - Temporary)**

We are a community health center located in majestic Waimanalo, where **our mission** is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

### **Our Values**

***Mālama (stewardship)*** - We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

***`Ohana (family)*** - We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

***Pono(rightness and balance)*** - We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

**We are seeking a dedicated, talented and team-oriented Patient Access Greeter to join our `ohana (family) to support our mission and values.**

**We offer competitive wages and a great working environment. This is a full-time temporary position**

### **SUMMARY:**

The Access Representative Greeter welcomes and assists patients, their families and visitors entering the health center. The Greeter and Volunteers working in this capacity answer questions, provide information and direct people to the clinic or department location they need, thus creating an atmosphere in the health center that is caring and efficient.

### **QUALIFICATIONS**

- ❖ Excellent Customer Service Skills.
- ❖ Maintain high standards of personal appearance and grooming.
- ❖ Must always comply with the Health Center standards and regulation to encourage safe and efficient clinical operations.
- ❖ Ability to obtain necessary information to properly direct patients/clients/family members/caretakers/visitors.
- ❖ Effectively communicate with all patients/clients/family members/caretakers/visitors
- ❖ Establish and maintain good communication and teamwork with fellow employees and other departments within the health center.
- ❖ Must be able to assist patients/clients/family members/caretakers/visitors and possess great patient relation skills.

- ❖ Must always be attentive, friendly, helpful and courteous and maintain a friendly and warm demeanor to all patients/clients, family members/caretakers, visitors/guests, managers and fellow team members.
- ❖ Work effectively within a team.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- ❖ Two-Step Tuberculosis clearance is required.
- ❖ Hepatitis B clearance via immunization records of 3 hepatitis B vaccines and a hepatitis B surface antibody quantitative blood test.
- ❖ High School Diploma or equivalent required. Advanced education preferred.
- ❖ 1-2 years' experience in a healthcare setting or Guest Services

### **BENEFITS**

- ❖ Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- ❖ Discounted Medical and Dental services provided by WHC
- ❖ Free Parking