

This resource is a result of the collaborative efforts of NHPCO's Next Generation Leadership Council.

The Receptionist is the first line of contact for potential patients, partners, staff, and community members. The Receptionist manages and coordinates the clerical and administrative functions of the office, such as handling incoming phone calls, e-mails, and in-person visits. The purpose of this document is to provide information on common skills that may be considered for the Hospice Receptionist role.\*

## Required Skills

The following skills are considered mandatory for the Receptionist:

- **Efficient**
  - Able to complete tasks timely and accurately.
- **Integrity / Ethical**
  - Do the right thing even when no one is watching.
  - Can be relied on as honest and truthful; able to easily identify sensitive and confidential information and handle it appropriately.
- **Interpersonal Skills**
  - Not everyone handles stress in the same manner. Knowing how to communicate with others, having strong EQ, patience, ability to observe, and show compassion are all part of interpersonal skills.
  - Ease of communication and interaction with others; friendly and easy to talk to; warm presence.
- **Oral and Written Communication**
  - Phone skills; written skills for communications with patients/staff members as needed.
- **Organized**
  - Able to keep communication, schedules, and other items in an easy to track and follow system.
  - Able to complete multiple tasks concurrently, as needed.
  - Willing and able to complete assigned tasks and duties.
- **Professional**
  - Able to maintain professional composure at all times, especially during challenging and stressful situations.
  - Remains cool under pressure.
  - Adapt to the situation at hand; be adaptable in a fast-changing environment or scenario; by dynamic to the needs of patients, staff and the business.
- **Service Focused**
  - Able to create a positive atmosphere for patients and families engaging with the organization as well as those coming into the office for meetings or other needs.
  - Able to collaborate effectively with the interdisciplinary team.

## Mid-Level Skills

Ideally, the Receptionist will have experience with the skills noted below but may not be expert in these areas.

- **Basic Tech and Troubleshooting**
  - Able to use equipment such as phone, office applications, copy machines, printers/faxes, etc.
- **Empathetic**
  - The ability to emotionally understand what other people are feeling and relate to that feeling or imagine yourself in their position.
- **Conflict Management**
  - The ability to handle and de-escalate situations.
- **Problem Solver / Critical Thinking**
  - The ability to network with internal personnel to obtain help for patients, families and staff as needed.

## Preferred Skills

These skills are those that the Receptionist may have experience with; however, they are not required for this position.

- **Work with Data in a Variety of Forms**
  - Able to complete data analysis, reporting, and visualizations.
- **Experience with Electronic Health Records (EHR)**
  - Has worked with EHR systems previously and is technologically inclined.