



**Oak Park and River Forest Infant Welfare Society  
IWS Children's Clinic  
Job Description**

**We Grow Healthy Kids**

The Oak Park River Forest Infant Welfare Society (IWS) Children's Clinic is a full-service pediatric clinic. We provide quality, affordable medical, dental and behavioral child health care services, supporting children from birth through age 18 from a single clinic staffed by diverse professionals who care.

**POSITION: Receptionist**

POSITION SUMMARY: Performs front desk administrative and operational activities for the IWS Children's Clinic as detailed under primary responsibilities and duties

POSITION REPORTS TO: Director of Information System

**PRIMARY RESPONSIBILITIES&DUTIES/ESSENTIAL FUNCTIONS**

- Greet patients as they arrive, verify appointments.
- Answer phones, take messages and distribute to appropriate persons.
- Make reminder calls as needed
- Send and receive faxes and distribute.
- Receive messages from answering machine and on call service.
- Input checks from the mail into control log.
- Schedule doctor and dentist appointments as needed, and maintain effective 6 month recall for dental visits.
- Screen new and current patients for financial qualifications.
- Verify patient insurance eligibility
- Collecting patients payment due
- Prepare documents for appointments
- Maintain patient records.
- Assist patients to complete all necessary forms and documentation
- Fill in cancellations and no-shows
- Prepare claim forms for dental insurance
- Follow up on urgent care procedures for portable dentistry patients.
- Follow up on requests for paperwork/physicals.
- Follow up on cancelled appointments.
- Write dental no show letters.
- Prepare daily statistical reports for billing checks and balances.
- Complete all logs on a daily basis.
- File behavioral health forms.
- Maintain the spirit of team work in the effort to provide a caring respectful environment for the patient, families and clinic staff.
- Responsible for performing other duties as assigned.



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**KNOWLEDGE, SKILLS & ABILITIES:**

Ability to communicate effectively and professionally with the public  
Knowledge of Microsoft Office  
Experience in a health care facility a plus

**POSITION REQUIREMENTS:**

- High school diploma
- Bilingual in Spanish
- Proficient with Microsoft Office
- Experience in a family practice/pediatric health care facility a plus
- Knowledge of Greenway Prime Suites electronic medical records or Dentrix software a plus

This is a full-time position.

Oak Park River Forest Infant Welfare Society is an equal opportunity employer.

For consideration, please email resume to [hiring@childrenscliniciws.org](mailto: hiring@childrenscliniciws.org) or fax resume to (708) 848-5855, ATTN: Director of Information System