



Job Title:	Clinic Ambassador
Reports To:	Facilities Director
Department:	Facilities
FLSA Status:	Non-Exempt
Travel:	10%
Supervisory Duties:	None
Work Schedule:	Part-Time Temporary Hire (Grant Funded) 20 hours per week M-F Morning - Afternoon

Job Summary

The Clinic Ambassador greets all visitors to the clinic and provide customer service and maintains a healthy environment by infection prevention. The Clinic ambassador will -screen all visitors and staff at the clinic entrances in accordance to infection control guidelines and standards of BCI

Reasonable Accommodation Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Bay Clinic is an equal opportunity employer.

Essential Functions

- Greets and welcomes all Bay Clinic visitors.
- Assigned to clinic front entrances to pre-screen all employees and patients for signs of illness by taking temperature and asking a series of questions.
- Restricts anyone with a possible respiratory illness from entering the facility and directs them to an alternate screening location.
- Maintains good communication with clinic care teams.
- Ensures that visitors to the facility are abiding by proper infection control guidelines; to include wearing facemask properly, using hand sanitizer and adhering to social distancing guidelines.
- Wipes down and sanitize waiting area, doors and door knobs, waiting area surfaces and bathrooms to ensure a safe clinic environment.
- Maintains organization's stability and reputation by complying with state, federal and CDC guidelines.

- Enhances healthy clinic environments by patrolling the property; inspecting buildings, equipment, and access points; permitting entry.
- Obtains help by sounding alarms, notifying staff/ managers
- Ability to provide de-escalation techniques in possible high stress/anxiety environments.
- Prevents losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.
- Completes daily reports by recording observations, information, occurrences, and activities; interviewing witnesses; obtaining signatures.
- Maintains organization's stability and reputation by complying with legal requirements.
- Ensures and visually inspects proper operation of all doors locks, security lighting, etc. and reports all discrepancies to the facilities department.
- Contributes to team effort by accomplishing related results as needed.
- Promote and support the Patient Centered Medical Home (PCMH) primary care model.
- Reports to work as scheduled and on time and keeps supervisor informed as to changes in work schedule.
- Performs other duties as assigned.

Qualifications

- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.
- Self-Motivated - Ability to be internally inspired to perform a task to the best of ones ability using his or her own drive or initiative.
- Responsible - Ability to be held accountable or answerable for one's conduct.
- Loyal - The trait of feeling a duty to the employer.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Reliability - The trait of being dependable and trustworthy.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Accuracy - Ability to perform work accurately and thoroughly.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Autonomy - Ability to work independently with minimal supervision.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.

Skills & Abilities

Education:	High School Graduate or General Education Degree (GED): Required
Experience:	At least two years of customer service). Must possess knowledge of understanding basic security operations.
Computer Skills:	Proficiency with Microsoft Office Suite

Working Conditions

Health clinic environment with possible exposure to airborne and bloodborne pathogens, and hazardous materials.

Physical Requirements

Stand or sit for extended periods of time, do repetitive tasks with few breaks.

Physical Demands

N (Not Applicable)	Activity is not applicable to this position.
O (Occasionally)	Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently)	Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly)	Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	C	10 lbs or less	C
Walk	C	11-20 lbs	C
Sit	F	21-50 lbs	F
Manually Manipulate	C	51-100 lbs	O
Reach Outward	C	Over 100 lbs	O
Reach Above Shoulder	C		
Climb	O		
Crawl	O	Push/Pull	
Squat or Kneel	O	12 lbs or less	F
Bend	F	13-25 lbs	F
Grasp	C	26-40 lbs	F
Speak	F	41-100 lbs	O

***The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

Prepared By:	Human Resources
Facilities Supervisor Approval:	
Date:	
Employee Acknowledgement:	
Date:	