

Receptionist-Part Time-Gilmore

Community Healing Centers – Kalamazoo, MI

Apply on Indeed

JOB DESCRIPTION

Job Title: RECEPTIONIST – GILMORE

Position Reports To: Residential Supervisor

Supervision Exercised: None

General Statement of Duties:

This is a M-F, Part-Time, early evening position at our Gilmore site. The receptionist will be responsible for the initial contact with the client. This is a key responsibility for our agency. The receptionist is required to accurately collect payments, issuing client receipts, administering new client paperwork and the entering of payments received. This position requires the challenging responsibility for maintaining a calm atmosphere in the front office area.

Tasks / Responsibilities:

- Take messages off answering machine and distribute.
- Prepare postage for outgoing mail.
- Answer phone, route or place calls in staff voice mail.
- Give callers appropriate information and explain policies and procedures.
- Engage with, receive and route clients/visitors, setting the tone for a welcoming environment
- Notify staff of arrival of clients/visitors.
- Sort, process and distribute daily mail and incoming checks.
- Collect, enter and scan payments on computer.
- Cancel client appointments in the event a therapist is absent.
- Refer clients with payment problems to Business Office.
- Assemble charts for new clients.
- Close discharged case records and prepare them for scanning.
- Cross train with other business office staff to provide adequate back-up coverage.
- Participate in ongoing staff training and in quality improvement efforts as defined by the Strategic Plan and accrediting or regulating entities.
- Maintain positive working relationship with all agency staff, clients and community contacts.
- Maintain and update knowledge and skill level related to necessary computer programs.
- Monitor waiting room – cleanliness/client behavior.
- Maintain confidentiality at all levels.
- Close office
- Perform other duties as defined by the supervisor.
-

Required Qualifications/Competencies:

Education: High School Diploma and some college *preferred*.

Required Job Knowledge and Skills:

Experience: Two years clerical experience preferred.

Interpersonal Skills: Ability to work independently of direct supervisor. Ability to work assertively and tactfully with clients and third-party payers. Strong organizational skills essential.

EEO Statement:

It is our policy to provide equal employment opportunities to all qualified individuals without regard to race, color, religion, gender, gender identification, sexual orientation, age, national origin, height, weight, marital status, veteran status or mental or physical disability in accordance with all applicable Federal, State and local laws and ordinances.

Job Type: Part-time