

Receptionist--Full and Part Time Opportunities

Community Healing Centers – Township of Royalton, MI/St. Joseph

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Job Description

Community Healing Centers in Southwest Michigan is looking for a full time Receptionist to work at the all new Carol's Hope Engagement Center in Royalton Township, Michigan. The receptionist will be the initial contact with the client and responsibilities will include answering and routing calls, receiving clients and visitors, administering new client paperwork and entering information into the client database. This position is also responsible for maintaining the front office area.

Tasks / Responsibilities:

- Open office.
- Take messages off answering machine and distribute.
- Prepare postage on outgoing mail.
- Answer phone, route calls.
- Give callers appropriate information and explain policies and procedures.
- Receive and route clients/visitors; notify staff of arrival of clients/visitors.
- Sort, process and distribute daily mail.
- Assemble charts for new clients.
- Prepare case records for new clients and close discharged case records.
- Cross train with other 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.
- Learn Opening and Closing procedure for front office.
- Perform other duties as defined by the supervisor.

Required Job Knowledge and Interpersonal Skills:

- Education: High School Diploma with some college preferred
- Experience: Two years reception or secretarial experience preferred, experience in medical setting a plus!
- Skills: Ability to work independent of direct supervisor. Ability to work assertively and tactfully with clients. Strong organizational skills are essential.