

RECEPTIONIST/CLERICAL ADMIN

Community Healing Centers – Kalamazoo, MI

APPLY ON INDEED.COM

JOB DESCRIPTION

Job Title: RECEPTIONIST/CLERICAL ADMIN

FULL TIME—32-40 HOURS

M-Th (Fr) AFTERNOON/EARLY EVENING

Position Reports To: Human Resource Director

Supervision Exercised: None

General Statement of Duties:

This position is responsible for initial client contact and for maintaining a calm atmosphere in the waiting room and front office areas; monitoring the main phones. The employee is required to accurately collect and enter client payments; issue client receipts and administer new client paperwork; provide clerical/admin support to the HR and Billing Departments, as assigned. ***PLEASE, INCLUDE YOUR CONTACT PHONE NUMBER AND EMAIL ADDRESS ON YOUR RESUME.***

Tasks / Responsibilities:

- Open/Close office, as needed.
- Take messages off answering machine and distribute.
- Prepare postage for outgoing mail.
- Answer phone, route calls to staff voice mailboxes.
- Give callers appropriate information and explain policies and procedures.
- Receive and route clients/visitors; notify staff of arrival of clients/visitors.
- Prepare postage for outgoing mail.
- Sort, process and distribute daily mail and scan incoming checks.
- Collect, enter and scan payments on computer.
- Schedule or reschedule, client appointments; cancel client appointments in the event a therapist is absent.
- Refer clients with payment problems to Business Office.
- Assemble charts for new clients.
- Prepare case records for new clients and close discharged case records.
- 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.
- Monitor and Maintain Clinical Files
- Maintain and update knowledge and skill level as related to necessary computer programs.
- Monitor waiting room – cleanliness/client behavior.
- Print daily super bills.
- Maintain confidentiality at all levels.
- Fill in or cover for, Day Receptionist, as needed.
- Perform Clerical/Admin support and duties as assigned, for HR and Billing Departments.
- Perform other duties as defined by the supervisor.

Qualifications/Competencies/Job Knowledge/Skills:

Education: High School Diploma or equivalent, required. Some college *preferred*.

Experience: Two years secretarial experience preferred, experience in a medical setting a plus!

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

EEOC 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.