
Job Title: Receptionist
Department: Administration
Reports To: Front Desk Supervisor
FLSA Status: Non-Exempt-Union

POSITION SUMMARY

Under the supervision of the Front Desk Supervisor, the receptionist is responsible for answering telephones, greeting clients and other visitors, and performing general office and clerical duties and special projects as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Responsible for Front Desk Support; including health screening and temperature check prior to scheduled appointment
- Provide reminder calls to clients who have scheduled appointments
- Understanding of MCO and Provider One Verification
- Schedule appointments for staff
- Manage multi-line phone system, including answering questions, directing calls and transfer calls as necessary
- Process client payments, reconcile daily as required
- Provide word processing, spreadsheet and data base computer support for staff as assigned
- Process miscellaneous funds received in the agency
- Greet clients and advise therapists and other providers of client arrivals
- Greet and direct visitors as appropriate
- Sort and distribute incoming mail, and meter outgoing mail for postal pickup
- Create charts as required and requested
- Provide copying support service for staff as assigned
- Maintain inventory stock of agency/department forms
- Monitor supply inventory and alert Front Desk Supervisor of needs
- Maintain office equipment in a serviceable condition
- Provide agency/community resource information to clients/visitors as directed
- Provide administrative support to senior management as directed
- Assist in updating agency website as necessary
- Order office supplies for all agency
- Fulfill other duties as may be assigned to meet agency operations needs

QUALIFICATIONS
• High School diploma required plus 2 years experience or AA a plus
• Proficient in speaking, reading and writing both English and Spanish
• Demonstrated experience in an office setting
• Proficient in Microsoft Office
• Web page maintenance experience a plus

LANGUAGE SKILLS:
Ability to read and comprehend instructions, short correspondence, memos, business correspondence and all other integrated behavioral health related documents. Ability to write clear, concise and accurate correspondence. Capable of establishing positive interpersonal relationships with a broad range of people. Effective oral and written communication skills.

OTHER SKILLS REQUIRED:
Ability to operate computer, printer, copy and fax machines, calculator, and other office equipment.

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by staff member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of the job, the employee is regularly required to sit, stand, move up and down stairways, talk and hear, drive to and from community appointments. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to twenty pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

MENTAL DEMANDS:
Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization may or may not exist. Ability to reason effectively and interpret a variety of instructions furnished in written, oral or diagram form. This position requires the individual to work with minimal supervision. Guidance is available as necessary, however, the individual is expected to be able to function autonomously and make individual decisions when appropriate. Position does require ability to interact with a variety of individuals and the ability to meet deadlines and time pressure based on the volume of work.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise and/or level of distractions in the work environment are usually moderate.

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