



Role: Mental Health Receptionist / Office Administrator

Classification: Full time, Hourly, Non-Exempt

Reports To: JFS Executive Director

The JFS Mental Health Receptionist / Office Administrator, under the supervision of the JFS Executive Director and Clinical Director, upholds the JFS commitment to the highest quality of client services and programs. The individual is primarily responsible for providing administrative support to the executive director and clinical department and clerical support to the agency and staff. The position supports the mission and values of Jewish Family Services.

Qualifications

Education

- High school diploma or equivalent required
- A university/college degree is an asset

Experience/Skills

- Strong interpersonal and communication skills, including verbal & written
- Highly organized work style & work ethic
- Advanced computer skills, including proficient use of Word, Excel, and Adobe
- Database management experience, including Electronic Health Record (EHR), and Donor Management
- Ability to work independently & efficiently, time management, organization, creatively, problem-solving, and multitasking
- Ability to interact respectfully with diverse socio-economic and cultural populations
- Respect for client and agency privacy & confidentiality
- Knowledge of Jewish culture, values, and traditions a plus
- Ability to communicate effectively and efficiently with clients and others

Responsibilities

- Answer phones, forward to staff extensions, take messages, provide basic information
- Greet clients/others who come to the office door
- Process credit card transactions for donations, copays & others as needed
- Receive and distribute mail, document checks received, distribute all to bookkeeper, ED, other staff
- Maintain & update the USPS mailing list, donor database, and email mailing list
- Print or copy forms & documents needed for agency operations

- Monitor & order office supplies (copy paper, staples, paper clips, etc.)
- Monitor & order cleaning & paper supplies (toilet paper, paper towels, tissues, etc.)
- Assist with preparation, set-up, & facilitation of on-site & off-site events
- Oversee proper condition and presentation of agency facilities
- Run errands, make phone calls, perform other miscellaneous duties & tasks

Healing Solutions Counseling support

- Serves clients by greeting and helping them, scheduling appointments, and maintaining records and accounts.
- Welcomes clients and visitors in person or on the telephone and answers or refers inquiries.
- Optimizes clients' satisfaction, provider time, and treatment room utilization by scheduling in-person or telephone appointments.
- Keeps client appointments on schedule by notifying the provider of the patient's arrival, reviewing service delivery compared to schedule, and reminding providers of service delays.
- Comforts clients by anticipating patients' anxieties, answering patients' questions, and maintaining the reception area.
- Ensures availability of treatment information by filing and retrieving client records.
- Maintains patient accounts by obtaining, recording, and updating personal and financial information.
- Helps clients in distress by responding to emergencies.
- Protects clients' rights by maintaining confidentiality of medical, personal, and financial.
- Contributes to team effort by accomplishing related results as needed.
- Manages client scheduling, appointment reminders, and outreach regarding appointments
- Provide intake paperwork or access to an online portal for intake paperwork
- New client data entry
- Insurance confirmation

Physical Demands: Reasonable accommodations may enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is frequently required to stand, sit, walk, communicate, and hear.

Jewish Family Services of WNC, Inc., is an equal opportunity employer. Employment and participation in programs are open to all regardless of faith, gender, sexual orientation, ethnicity, country of origin, age, and ability.

Please email your resume to michael@jfswnc.org