



COUNSELING CENTER RECEPTIONIST

Position Title: Crosspoint Counseling Center Receptionist

Part-Time | Full-Time Positions

Date: March 26, 2021

Supervisor: Counseling Ministry Director

OVERVIEW:

Crosspoint Counseling Center receptionists are the first line of communication between a client and a psychotherapist, whether it's through answering the phone, responding to an email, or greeting them as they enter the office in person. Receptionists may be asked to provide general information, answer certain questions, or direct a client to another person who can provide more direct and specific information. Therefore, it is important that our receptionists are all keenly aware of the services, specialties, client population parameters, office hours, and insurances taken for all the clinicians working within the Crosspoint Counseling Center campuses. They should also be aware of the support groups and ministries available throughout Crosspoint Church and the referral resources within the community. Crosspoint Counseling Center receptionists are also responsible to make, cancel, and reschedule appointments, call to make contact with late or lost clients, and efficiently fill in missing appointment slots with waitlisted clients. Receptionists are also responsible for keeping, updating, and maintaining client records by getting the appropriate information from the clients and therapists. Receptionists will also be required to take payment at the time of service via cash, check, or credit card, document it in the client's account, and disburse it to the appropriate clinician. Being skilled in basic operations of computer software programs relevant to the clinic, such as therapy notes, is necessary to perform the required tasks. Some receptionists may also be trained in coding or billing clients and insurance companies to complete the insurance eligibility task. Crosspoint Counseling Center receptionists must have excellent communication and customer service and people skills, as well as be able to multitask and stay organized.

DUTIES AND RESPONSIBILITIES:

1. Welcomes all incoming clients, takes their information, gives them the appropriate paperwork, and directs them to the proper clinician at their appointment time.
2. Receives all incoming phone calls, screens them, makes changes to appointments accordingly, or takes a message to direct their question to the office manager or appropriate clinician.
3. Maintains daily log to ensure the completion of relevant task in a timely manner.
4. Checks client's insurance eligibility using Hope's notes or insurance portal prior to the first appointment and subsequent appointments.
5. Takes client's payment or copayment before time of service and maintains their billing records accordingly via therapy notes.
6. Closely manages psychotherapists' schedules via making initial appointments, follow up appointments, and filling in cancellations with waitlisted clients as often as possible.
7. Maintains calendar of events and schedules and coordinates clinician meetings, individual and group supervisions, and internal and external educational opportunities for all therapists.
8. Types reports, inter-office memoranda, labels, and other correspondence as needed.
9. Operates computers programs, like Microsoft Word and Excel.
10. Ensures that all office equipment and furniture are maintained in proper working condition.
11. Files clients' documents and maintains files, file folders and file cabinets organized and secured.

12. Performs other duties as assigned by the office manager, other clinicians, or the director.

QUALIFICATIONS:

- High School Diploma or GED or equivalent.
- Bilingual / Bicultural (Spanish / English) preferred but not required.
- Fluent in the use of Microsoft Word, Excel, and other applications.
- Knowledge of general office machines, telephone systems, fax machine, PDF operations, and other information systems.
- Sensitivity to the needs of persons with disabilities.
- Ability and willingness to work cooperatively with others.
- Maintains a high degree of discretion when dealing with confidential information.
- Must exercise a high degree of confidentiality.