



Old Mill Center
for Children & Families

Job Description

Position Identification: Bilingual Clinical Office Specialist/Receptionist/ Especialista en clínica bilingüe

Vision: A community that works collaboratively to ensure that all children and families have access to early education, behavioral and mental health services to improve their well-being.

Mission: Old Mill Center for Children and Families is a community-based, family-oriented center empowering children and families of diverse backgrounds to optimize their potential through specially designed education and therapy programs.

Position Summary:

La especialista bilingüe ofrece una recepción de calidad, soporte telefónico, facturación clínica y asistencia de admisión y apoyo administrativo general a todos los programas y al personal, clientes, estudiantes, voluntarios y visitantes de Old Mill Center.

The Bilingual Clinical Office Specialist/ Receptionist provides quality reception, phone support, clinical billing and intake assistance and general administrative support to all programs and the staff, clients, students, volunteers and visitors of Old Mill Center.

Qualifications: The Bilingual Clinical Office Specialist/Receptionist will possess an Associate's degree in business administration and/or a minimum of two years office experience in a fast paced educational or clinical office setting; and will demonstrate the ability to be self-motivating, plan and organize work efficiently, communicate with courtesy, credibility, composure, and confidence. Interact effectively and collaborate with diverse individuals or groups using resilient problem-solving skills.

Responsible to Whom: The Bilingual Clinical Office Specialist/ Receptionist reports to the Executive Director.

FTE and Work Hours: This is a 1.0 FTE (40 hours per week) position. Work hours are mostly from 7.30am to 4pm with a ½ hour unpaid lunch break. The schedule might require work hours from 10am-6.30pm with ½ hour unpaid lunch break on some days.

Major Responsibilities:

1. Provide friendly, knowledgeable, prompt reception for clients, students, parents, board members, volunteers, visitors, etc.
2. Answer phones in a courteous, professional manner, routing calls to appropriate staff member/program.
3. Perform facility opening routine and manage and monitor front lobby area so that it is welcoming for clients and visitors.
4. Process outgoing mail and assist with bank deposits as needed.
5. Assist in maintaining agency supply inventory, track and monitor spending while helping make the best use of resources.
6. Maintain agency forms, records, paper and electronic files, emergency contact information for programs, volunteers, interns, and staff members, group attendance records, drill records, immunization records, intake and enrollment records and other agency records and forms as assigned.
7. Participate in new employee orientation by creating door signs, mailboxes, business cards, etc...
8. Update and maintain closed files and retention of records per policy.
9. Assist with the client/student intake process which may include set up of files, provide client/student with proper resource documentation, data entry into electronic health records (EHR) system, create and mail correspondence, checking clients insurance eligibility, track and post daily charges, make copies of medical cards, collect co-pays and other payments as required for programs.
10. Assist the Billing staff/contractor and Accounting Specialist with tasks which may include processing and mailing monthly statements, following up with clients to ensure timely and accurate payments, monitoring paperwork flow for contractual compliance, assisting Therapists in maintaining a full schedule and assist Billing staff/contractor with A/R processes as needed.
11. Help maximize the attendance of scheduled appointments managing appointment reminders as needed and rescheduling missed or cancelled appointments per policies.
12. Manage files and records for retention per Old Mill Center's records retention policy,
13. Assist in training all staff in new tools and technologies as needed including fax, copier, other office tools, and train new therapist and interns how to use EHR system or other computer systems necessary for them to do their jobs.
14. File materials appropriately and maintain orderly and up-to-date administrative files both paper and electronic.
15. Manage monthly fire drills.

16. Assist staff in preparing correspondence, newsletters, memos, reports, etc. and distribute as requested.
17. Manage volunteers who assist with your work as per agency and Administrative Quality Assurance goals.
18. Assist Executive Director with Board meeting and other meeting preparations as needed.
19. Assist with Development activities including correspondence, data entry, and event set up as time allows.
20. Participate in agency committees and planning groups e.g. safety, Sunshine, and HIPAA as time allows.
21. Provide other related services for the agency as assigned and provide assistance to staff and managers of all programs as time and resources allow.

General Performance Requirements

- Observe governing laws, all Old Mill Center policies, procedures, and professional standards.
- Establish and maintain effective working relationships with agency personnel, parents, students, clients and public; work collaboratively as a member of the Administrative team as well as with other program and teams with the agency.
- Carry out work responsibilities effectively under pressure of deadlines, difficult situations, interruptions, and new or emergent conditions.
- Take a proactive approach to the quality of service provided and be mindful of surroundings.
- Respect confidential information and the privacy of staff, students, clients, visitors, volunteers, and parents.
- Pass background check prior to employment.
- Maintain personal appearance and hygiene appropriate to the position.
- Ability to lift up to 30 pounds and maintain safety guidelines for this position.