



**POSITION DESCRIPTION: FULL-TIME CLIENT SERVICES COORDINATOR / MEDICAL RECEPTIONIST / ADMINISTRATIVE ASSISTANT**

The Wendt Center for Loss and Healing, an outpatient mental health center specializing in bereavement and trauma, is currently seeking an experienced Medical Receptionist and/or Administrative Assistant to join our non-profit organization as a Client Services Coordinator.

**STATUS:** At-will, full-time staff position

**REPORTS TO:** Director of Operations

**PRIMARY FUNCTION:**

Serves as the primary administrative assistant, medical receptionist and client support receptionist at our NW Wendt Center facility, and as a back-up receptionist at our SE Wendt Center facility. Provides administrative support in the areas of front desk reception, client check in, support and payment collection, billing, client communication, and data entry.

**RESPONSIBILITIES:**

- Understand and uphold the Center's philosophy and mission; maintain strict confidentiality
- Increase the efficiency of the office while providing the highest level of customer service to our clients
- Serves as the first point of contact for callers and visitors
- Staff the front desk at NW and as needed in SE
- Check-in clients, process payment and receipts, update online scheduler, distribute and collect relevant client forms utilizing our Electronic Health Record (EHR) system
- Answer phone, handle and distribute messages, provide referrals and information to potential clients
- Follow up with waitlist to assess continued interest in services
- Make reminder calls when appropriate and create automatic reminders through EHR system
- Support others in follow up with clients whose payment type has changed or is no longer valid
- Verify insurance eligibility prior to appointments where necessary
- Assist with inputting/ updating client information into EHR
- Support the implementation of systems for keeping administrative needs organized including office supplies, client files, staff mailboxes and clinician forms
- Organize, prepare, distribute and maintain inventory of mail, office supplies and packages
- Provide logistical support for trainings, conferences and meetings
- Ensure all materials distributed to clients are approved and of high quality

- Maintain clean and efficient office environments including front desks, waiting rooms, therapy rooms, conference rooms and kitchens
- Provide administrative and logistical support for events as needed
- Provide support to the Executive Director and Management Team as needed
- Provide general administrative support for Center programs and staff as needed (i.e. data entry, word processing, filing, copying, preparing materials, etc.).
- Perform other administrative and program support duties as assigned

**QUALIFICATIONS:**

- Minimum of 2 years of administrative/ office management/ receptionist experience
- Must be able to work at least 2 evenings per week
- Experience in a medical setting preferred
- Experience working with diverse client populations
- Excellent organizational skills
- Excellent customer service skills
- Detail-oriented
- The ability to work independently, as well as cooperatively with a broad range of people
- Experience in a non-profit setting preferred

**COMPENSATION AND BENEFITS:**

Competitive salary commensurate with experience; benefits include paid holiday, vacation and sick time, 403b, health insurance contribution and life insurance.

**TO APPLY:**

Send resume and cover letter to [hr@wendtcenter.org](mailto:hr@wendtcenter.org). No phone calls please.

The Wendt Center for Loss and Healing is an equal employment opportunity employer and is committed to maintaining a non-discriminatory work environment. The Wendt Center does not discriminate against any employee or applicant for employment on the basis of race, color, religion, sex (including pregnancy), national origin, age, disability, genetic information, veteran status, marital status, sexual orientation, or any other characteristic protected by applicable law.