

Front Desk Administrator

Summit Emotional Health

Summit Emotional Health is a community mental health organization committed to serving the emotional health needs of the Richmond area while being a very invigorating and Team-focused work environment. In addition to a vital Administrative Team, we are composed of a multi-disciplinary Team of Clinicians offering a variety of services, including psychotherapy, psychiatry, testing and assessment, educational and mindfulness consultation. We are seeking a friendly, motivated, and organized professional to serve the important role of “first point of contact” with our clientele at the Front Desk, in addition to a variety of crucial administrative and operational responsibilities.

Responsibilities include but are not limited to:

- Greet every client and visitor with a friendly and welcoming demeanor.
- Work in conjunction with Team members to respond to client calls and emails in a timely, professional, and empathetic manner.
- Communicate and collaborate effectively with the entire Team regarding clinical and office needs.
- Handle client scheduling, paperwork, and related administrative tasks for new and current clients.
- Manage all client payment, billing, and requested invoicing.
- Ensure HIPPA compliance and ethical standards related to client privacy and confidentiality.
- Oversee printing and dissemination of any Summit brochures, fliers, materials, etc.
- Manage administrative tasks related to group therapy, trainings, or other community events.
- Manage the facility assuring appearance, cleanliness, safety.
- Manage office supplies and reorder as necessary.
- Oversee delivery of mail, faxes, and other important documents to appropriate Clinician. Scan and upload client documents to the Electronic Medical Record System.
- All tasks as deemed necessary by the Practice Manager.
- Attendance at weekly Administrative Meetings and Team Meetings. Completion and dissemination of meeting minutes to the team and ordering lunch.
- Troubleshooting IT issues and concerns with established IT programs and resources.
- Implement weekly computer maintenance and updates.

Skills needed:

- Exceptional written, verbal, and collaborative communication skills.
- Friendly, positive attitude as “the face” of the practice. We work with clients of all ages, so appropriate upbeat interaction is encouraged.
- Strong team orientation, but ability to work autonomously and take initiative.
- Strong leadership skills including professionalism, active listening, critical thinking, effective decision-making and delegation, excellent organization, and managing time well.
- Ability to multitask, manage multiple priorities, and work in an environment that can be fast and slow paced depending on the day. Must be a self-starter and initiate solutions and problem solve given the need and demands.
- Demonstrate consistent, punctual, and reliable adherence to required hours at the office.

- Understanding of HIPAA and privacy/confidentiality forms of communication. (Training will be provided.)
- Excellent Computer/software skills, including proficiency with GoogleSuite (Docs, Drive, Sheets, etc.), Excel, and the Electronic Medical Records (EMR) system, with the potential for other duties related to MailChimp and website updates.

Preferred Experience

- Three years of experience in a similar professional role of managing front desk duties in a healthcare setting.

General Details:

- Approximately 40 hours per week. Eight hours per day, Monday through Friday of each week.
- We expect the Front Desk Administrator to promote a client-centered, Team-based approach in serving our clients with high quality standards and outcomes across all providers.
- Overall, we are looking for a caring, organized, and effective professional who is willing to be a part of our energetic Team.

Please include a cover letter with your application to amanda.brichta@summit-eh.com

For more information on our practice, please see our website: www.summit-eh.com

Work Remotely

- No

Job Type: Full-time

Salary: \$20 per hour

Benefits:

- Paid time off, holidays, and sick days
- Professional development assistance

Schedule:

- 8 hour shift

Education:

- Bachelor's (Preferred)

Experience:

- Customer service: 3 years (Preferred)

Work Location

- In person