

Job Title: Reception/Administrative Assistant
Department: Administration
Reports To: Directors
Last Modified: 03/03/2020



ABOUT WILLAMETTE HEALTH & WELLNESS

Willamette Health & Wellness is a mental health practice based in Portland, Oregon. Our team provides care to adults, families, and youth and our current services include psychiatric evaluations, individual and group therapy, and medication management. We believe in providing opportunities for health, healing, growth, and change for our clients and employees. We are a fun, easy-going company that is passionate about our work and enjoys investing in our employees and community!

GENERAL SUMMARY

The Receptionist performs a variety of tasks within our practice and collaboratively works with the clinical and administrative team members to support client services. Essential duties include providing customer service via phone and in-person, scheduling appointments, collecting payments, and assisting the clinical team in the administrative aspects of managing care. This position is considered a crucial link between the client and the care delivered by clinical staff. It is key that you are client centered as this is such an essential part of the job. You must exhibit flexibility, a “can do” attitude, and strong attention to detail.

Candidates will exhibit a willingness to learn new things, the ability to share work with team members, and track progress of work. They will also exhibit the ability/willingness to communicate with admin team and clinical team members to identify what is working well and where there may be glitches in order to continue to improve personal and team proficiency.

We are hiring one full time position and one part time position.

RESPONSIBILITIES

- Provide reception and assistance to arriving and departing clients.
- Collect payments and determine amounts for payment plans and discounts.
- Schedule appointments for patients, requesting patients for new addresses, insurance information, and any required information for appointments or services.
- Communicate with clinicians regarding their schedules, patient needs, and other pertinent information.

- Answer phones and triage calls to appropriate individuals/departments while exercising diplomacy, tact, and appropriate personal boundaries in order to provide excellent customer service for patients.
- Gather, compose, and produce correspondence with patients and providers.
- Take ownership of work and share input in administrative and team meetings.
- Perform other related duties as assigned or requested.

QUALIFICATIONS

- Minimum Education: High School or equivalent
- Preferred Education: Associate's Degree or greater
- Preferred Experience: 2+ Years
- Preferred Field of Expertise: Reception, administration, customer service, healthcare
- Ability to communicate via telephone, type for 8 hours/day, and occasionally required to lift up to 15lbs.
- Computer Proficient: Email, Microsoft Office
- Basic Math Proficiency: Complete payments and configure amounts
- Customer Service: Respond promptly to customer needs and handle difficult situations in a kind manner
- Problem Solving: Identify and resolve problems in a timely manner; Gather and analyze information; Develop alternative solutions; Use reason in problem solving.
- Oral Communication: Speak clearly and eloquently; Listen and obtain clarification when necessary; Respond informatively to questions.
- Written Communication: Write clearly and concisely; Edit work for spelling and grammar; Vary writing style to meet needs; Read and interpret written information.
- Planning/Organizing: Prioritize and plan work duties; Use time efficiently
- Dependability: Follow instructions; Take responsibility for your own actions; Complete tasks on time.
- Initiative: Seek increased responsibilities; Seek developmental growth; Solicit feedback regularly.

COMPENSATION/BENEFITS

- Starting Pay: \$15
- Medical Benefits: Group health insurance (Kaiser)
- Paid Time-Off: One week of paid time off upon full time hire with increasing time at end of first year of employment. Unpaid time off available with negotiation.
- Paid Holidays: Seven observed holidays and one personal holiday of employee's choosing
- Employer sponsored 401k plan. No matching funds at this time.
- Mobile phone compensation (\$120/year)
- Non-traditional perks

- Team works together, supporting life balance such as taking vacation and other time off.
- Though duties need to be covered, team supports each other to make room for life needs, e.g. personal appointments, vacation, sick time, etc.
- Employer support of professional development. Depending on interest and needs, employers support team members developing specialties, learning new materials.
- Admin team members (and all team members) valued for their essential link in the practice's vision, mission, and accomplishment of daily activities.
- Autonomy and teamwork balance
- Casual (yet professional) attire
- Ownership of and responsibility to influence positive changes within one's own team as well as influencing the larger system for the most efficient and effective provision of services.

HOW TO APPLY

Please email your resume and cover letter to info@whwpdx.com. Applications accepted and interviews granted until hiring completed.

IMPORTANT: Subject line of the email must read: "Reception Application". In the body of the email please note where you found this job ad.

Please, no phone calls.