

# Receptionist

## Job Description

### *About Us*

Family Strategies is a licensed outpatient mental health agency based in Mesa, Arizona, with over twenty therapists and a wide range of specialties. Our therapists provide counseling for individuals, couples, and families either in-person or by zoom/telephone. We also provide group counseling and classes for specialized issues. Our support staff provides telephone, scheduling, billing, and other administrative tasks for the agency.

### *About this Role*

The receptionists at Family Strategies are client care specialists and must exude a warm, compassionate, friendly, and helpful personality when answering the phone, interacting with clients, maintaining therapist schedules, and collecting payments. Receptionists are responsible for general customer service, scheduling appointments, phone records, client records, and other administrative support tasks. The receptionist answers phones, greets and checks clients in, collects and posts payments, and completes administrative paperwork, and other tasks assigned by the Office Manager. Receptionists report directly to the Office Manager.

### *Responsibilities and Duties*

- Greet clients warmly, check them in, collect payments, and record them.
- Answer client questions and schedule appointments either on the phone or in person.
- Prepare and maintain client files and enter data into the computer.
- Replenish copies of office forms in the lobby, group rooms, and file room.
- Help keep office and lobby clean and organized.
- Assist with general office tasks as assigned by Office Manager.
- Interact with clients and potential clients with compassion and patience. This is key to this position. The receptionist is the “triage” with our clients.
- Assist and respond to therapists who have a variety of personalities and working styles.
- Communicate the strengths of the therapists and programs offered at the agency.
- Maintain strict confidentiality and abide by all HIPAA laws.
- Adhere to all policies and procedures in the Family Strategies Handbook.

### *Qualifications and Skills*

- Interact with clients and potential clients with compassion and patience.
- Deescalate rare, but highly emotional client situations.
- Maintain a professional demeanor at all times.
- Strong ability to multi-task in a fast paced environment.
- Strong Internet computer skills and familiarity with Google Workspace.
- Open to feedback and training.

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### *Location and Commitments*

- Permanent, part-time position based in-office, after a 30-day probationary period.
- Hours:
  - Monday through Thursday 8:00-4:30 p.m. with ½ hour lunch break.
  - Fridays from 8:00 a.m. to 3:00 p.m.
  - Hours may fluctuate based on client load.
- Attend monthly agency meetings, in person, at the Mesa office location.
- Attend monthly admin meetings, in person, at the Mesa office location.

### *Salary and Benefits*

- Starting wage - \$15/hour, 32-40 hours per week (after completion of 30-day probationary period and satisfactory performance review with goals).
- Health Benefits – optional medical package
- Optional personal IRA
- Paid sick time provided