



Client Services Specialist/Receptionist

We are seeking an experienced receptionist for front office (medical/mental health/substance use disorder treatment) services. The job will be filled by a candidate with a positive attitude, highly motivated and the ability to provide a pleasant and professional image welcoming our patients, while multi-tasking a variety of responsibilities. General office administrative support with an eye for details and exceptional customer service are required. The successful candidate will be required to quickly learn and implement multiple tasks, existing procedures/protocols and absorb/retain a great deal of information regarding our services within a limited time; therefore, exposure and experience in a health care/medical office is required.

We are dedicated to our patients and provide comprehensive services in an extremely professional manner.

Job Requirements:

At least 2 years working experience in a busy Health Care related office.

Professional Image and customer service oriented.

Excellent verbal and written communication skills with excellent phone tactics.

Must be very detail-oriented, organized and experienced with medical files/filing.

Ability to multi-task, and highly self-motivated

Must work well in a team environment and independently with varying people, cultures and status.

Quickly learn our services, protocols and policies.

Compassionate and understanding of patients needs and their health situation.

Proficient knowledge of Microsoft Word and Excel programs.

High morals, integrity, honesty and superb judgment.

Job Duties:

Making patients feel welcome, heard and understood, while portraying an informative and professional image to the patients.

Answering multiple phone lines, and ability to deal with adult and adolescent issues relating to addiction (corresponding with both new and existing patients requiring information and scheduling).

Scheduling appointments for multiple counselors, therapists and medical staff for a variety of services, and able to handle interruptions at the front desk.

Perform detailed clerical duties relating to updating patient medical files, copying, faxing, general filing and email communications.

Please email resume and commute requirements to hrinfo@granitewellness.org or fax to 530-435-5106.