

Job description

What we are looking for:

A PEOPLE PERSON, who is self-motivated and can keep a secret.

Service is what we do! Our team members must be able to assist and support clients with empathy and patience to help them engage with a provider and get the help they need.

Who are we:

Hurt and Healing BHW PLLC is a private group behavioral health practice, located in Havelock, NC that delivers mental health therapy, groups and psychological assessment both in-person and on-line throughout NC.

What you will do:

- Serve as initial point of contact for clients and guests:
 - Answer all incoming calls
 - Greet and check in clients for scheduled appointments
 - Assist clients with questions, concerns, and issues related to treatment, scheduling and services availability
 - Process new clients and documents in Electronic Health Record system (EHR)
 - Process Payments and Purchases in EHR
 - Update and verifying accuracy of client demographic information in our EHR
 - Ensure that clients complete required paperwork and provide appropriate documents
 - Verify insurance coverage
 - Track client status in Client Tracking Database and HER

- Other administrative tasks:
 - Respond to and route incoming email, and fax requests
 - Create and generate forms, documents, and correspondence
 - Print, pull, distribute, and file forms both paper and electronic
 - Follow HIPAA confidentiality, privacy and security rules and HnH policies when handling protected health information.
 - Maintain an orderly, neat, clean, and professional front desk, waiting room, and public areas
 - Locate resources for clients
 - Support team members as assigned
 - Open/closure procedures depending on hours worked

What we need:

- High school diploma/GED
- Some college: Degree/certification preferred but not required
- Must be able to demonstrate proficiency with Microsoft office applications including WORD EXCEL and PPT.
- Administrative experience and the ability to demonstrate excellent customer service skills in person and via telephone.
- Experience scheduling and messaging using an EHR, Google Tasks, and Gmail

What YOU must have (systems and procedures can be trained but SOFTSKILLS are most important):

- **MUST BE CLIENT-CENTERED, SELF-CONFIDENT, EMPATHIC AND COMPASSIONATE**
- Authenticity, Accountability, Honesty, Integrity, and Patience!
- **Excellent telephone etiquette and interpersonal skills**
- **Self-starter who is able to work without constant supervision and prioritize tasks assigned**
- **A team player who is motivated and communicates effectively**

Additional Information

- Applicants must be fully vaccinated against COVID-19.
- Applicants must be legally authorized to work in the United States and not require sponsorship.
- We are an equal opportunity employer. All qualified applicants are considered for employment without regard to race, color, religion, gender, sexual orientation, gender identity, age, national origin, disability status, protected veteran status or any other characteristic protected by law.