

**Job Title:** Office Manager

**Reports to:** Counseling Center

20/23 hours per week



**THE IDEAL CANDIDATE IS:**

1. Friendly and patience with people.
2. Forgiving and compassion toward hurting people.
3. High moral character particularly in areas of trust and confidentiality.

**GENERAL RESPONSIBILITIES:**

1. Assist clients calling to schedule appointments or coming in for counseling.
2. Manage office and billing procedures.
3. Collect and properly record all client fees in Theranest.
4. Send out statements to clients who have a balance on their account.
5. Ensure proper billing to insurance companies.
6. Enroll new and maintain insurance panels.
7. Contact insurance companies to enroll the Counseling Center in their programs.
8. Bill insurance companies for client fees and verify patient account information with insurance program specifications.
9. Keep track of counselor's licensure and professional memberships.
10. Type letters, handouts, in-service information, other necessary office correspondence.
11. Keep office materials organized and/or filed.
12. Ensure the transfer and disposal of confidential records is carried out in within HIPPA guidelines.
13. Assist director with updating policies and help keep the director organized along with all counselors.
14. Keep counselor information and binders up to date.
15. Schedule conferences, workshops, conventions, professional meetings, etc. for the director.
16. Organize and plan special events, holidays and birthdays.
17. Maintain office equipment, copier, computer, phone, credit card machine.
18. Maintain office appearance, and communicate with maintenance staff for repairs.

**PREFERRED:**

- Four year college degree in business administration, secretarial science, or related degree.
- Experience with software programs for managing client accounts (i.e. Theranest, Availity, etc.)
- At least two years of experience in an office setting and insurance billing.
- Experience in a similar setting that required confidentiality in the office.

**REQUIRED:**

- Experience using software programs, Microsoft Word and Excel.
- Effective communication skills.

**Submit Résumé To: [mendys@unionchapel.com](mailto:mendys@unionchapel.com)**