



Position Opening for Healthcare Practice Site Coordinator

Child and Family Psychological Services, PLLC (CFPS) was established in 1994 and is a leading innovative behavioral health services provider committed to providing the highest quality services in a compassionate environment. We have successfully maintained a positive work environment, excellent employee relations and loyalty. We are a strong business with expanding administrative needs.

Location: Lexington, MA

This position is a “team” position with the best interest of the entire Practice as the primary goal, but is responsible for the oversight and on-site coordination of our growing new Lexington business office operations that is consistent with our system-wide operations. This position assists leadership, operations and the clinical staff in all aspects of office operations and requires flexibility in assigned tasks.

Hours: 40 hours/week

Essential Functions and Responsibilities include but are not limited to:

- Primary Business Office coordination/supervision of a team of 4-8 administrative support staff. Lead reception supervisor and collaborative supervision of Business Office support staff team
 - Reception/phone coverage
 - Attend Site Coordinator and other general operations meetings as needed
 - Maintain/approve changes to front desk reception staff hours/schedules to ensure adequate reception coverage for clinical practice.
 - Supervision and training of front desk reception staff to ensure that reception operations are consistent with standard operating procedures
 - Support Human Resources with recruitment of additional Front Desk support staff, including resume review, phone screening and interviews
 - Requires praise, constructive criticism and corrective action be provided to staff to ensure compliance with policies and procedures.
 - Review/approve timesheets for reception staff
 - Coordinate temporary office requests for office space for clinicians/contractors
 - Opening and closing office procedures
- Office site responsibilities to coordinate:
 - Light office cleaning/maintenance as needed
 - Primary contact for outside vendors
 - Coordinating with outside vendors as needed
 - HVAC
 - Keeping waiting room neat
 - Office organization
 - First responder to staff regarding issues with physical space and other office issues
- Front Desk Reception to provide ideas for continued efficiencies in patient registration/check-in
 - Reception
 - Phone coverage/Triage phone calls as the first point of contact for families in need of services
 - Patient Registration
 - Collecting payment at time of service
 - Schedule patient appointments in person and over the phone
 - Interfacing with doctors and patients

- Starting new clinical files for clinicians within our EHR
- Administrative support for clinical services
- Administrative tasks including lunch orders, sorting mail, faxing, scanning
- Other general office/administrative support for doctors, etc.

Skills and Qualifications:

- Strong oral and written communications skills
- Strong interpersonal and phone skills
- Professionalism and team-oriented approach a must
- Willingness and ability to adjust job tasks regularly
- Balance of nurturing and resolute styles in working with families
- Great 'multitasking' abilities
- Proven record of job or educational stability

Education and Training:

- Associates Degree required
- Minimum 2 years in office supervisory role
- Electronic Medical Record proficiency preferred
- Microsoft Office proficiency

Benefits may include:

- Paid time off
 - Health, Dental & Vision Plans
 - FSA/DCA & HSA plans
 - 401K with employer contribution
- Job Type: Full-time

For consideration please send a resume and a cover letter detailing your experience, availability for the hours, and your salary expectations to Jobs@cfpsych.org.