

## POSITION OPENING FOR Receptionist/Patient Services Coordinator

### Company Description

Child & Family Psychological Services, Inc. (CFPS) was established in 1994 and is a leading innovative behavioral health services provider. We have successfully maintained a positive work environment and excellent employee relations and loyalty. CFPS currently employs 80+ individuals and contracts with other service providers and is rapidly growing. We have a strong commitment to a positive working environment. We are a strong business with expanding administrative needs.

### Location

Weymouth, MA

### Position Summary

This position is a “team” position with the best interest of the entire Practice as the primary goal, but includes responsibility for on-site coordination of Front Desk Reception that is consistent with our system-wide Operations. This position assists leadership and the clinical staff in all aspects of office operations and requires flexibility in assigned tasks.

### Hours

- Full-time (40 hours per week)
- Evening hours (1-2 evenings/week)
- Schedule to be set based on needs of practice and may change with notice from time to time.
- Includes a few evening/weekend workshops/training/events a year.
- May require some Saturdays with notice.

### Essential Functions and Responsibilities include but are not limited to:

- Reception/phone coverage
- Collecting payment at time of service
- Administrative support for clinical services
- Triage phone calls as the first point of contact for families in need of services
- Scheduling patients in person and by phone for main office locations
- Interfacing with doctors and patients
- Sending letters to PCP's
- Preparing records requests
- Starting new clinical files for doctors
- Filing and scanning closed records
- Sending new patient confirmation letter/packets via email/mail
- Administrative tasks including lunch orders, sorting mail, faxing
- Opening and closing office procedures
- Other general office/administrative support for doctors, etc.

- Light office cleaning/maintenance as needed, e.g., load and empty dishwasher, vacuum as needed, etc.
- Keeping waiting room neat
- Office organization
- Specialized Shipping
- Errands
- Moving boxes, furniture and equipment
- Taking garbage and recycling out and loading in dumpster or vehicles

### **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**

- High school diploma required
- Microsoft Office proficiency

### **Benefits may include:**

- Paid time off
- Health, Dental & Vision Plans
- DCA/FSA/HSA Plans
- 401K Plan with guaranteed employer contributions

**For consideration please send a resume and a cover letter detailing your experience and your salary expectations to [Jobs@cfpsych.org](mailto:Jobs@cfpsych.org).**