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Second Presbyterian Church, Indianapolis: Position Description			
Receptionist & Administrative Assistant for CenterPoint Counseling			
Reports to:	Office & Program Coordinator of CenterPoint Counseling	Effective:	10/01/2022
		Updated:	10/15/2024
Directly Supervises:	N/A	Status:	Full-time
		FLSA:	Non-Exempt
Job Summary:			
<p>The Receptionist and Administrative Assistant for CenterPoint Counseling (CPC) provides a welcoming, hospitable presence to all those encountered either in person or via phone while providing overall administrative support for the ministry of CenterPoint Counseling as an outgrowth of the work of the Office of Second Presbyterian Church. The Receptionist and Administrative Assistant work collegially with the CenterPoint staff, the Office and Program Coordinator, and the Executive Director to welcome clients into the CenterPoint Office and ensure their appointment needs are met. The Receptionist and Administrative Assistant follow office protocol and procedures to help maintain a vital and efficient clinical and programmatic operation of the ministry.</p>			
Essential Functions:			
Manage Insurance Responsibilities and Executes Administrative Practices			
<ul style="list-style-type: none">• Assists the Office Coordinator and other professional staff in the administration of CPC with specific responsibilities for general office and practice management.• Creates and maintains a clean, welcoming waiting room area.• Maintains aspects of client engagement. Including, but not limited to<ul style="list-style-type: none">○ Answering phones and returning calls in a timely manner.○ Evaluating intake calls, placement with providers, scheduling of appointments, and account management.○ Collects essential information needed from clients to complete intake paperwork, which includes collection of, eligibility checks and entering of insurance information.○ Reviews provider-submitted charges and runs/posts payments accordingly into Electronic Healthcare Software.• Understands the Electronic Health Records software and is able to communicate with/educate others on usage.• Collaborate with the business office of Second Presbyterian on bookkeeping, client revenues, and deposits.• Support and maintain CPC business practices, the confidentiality of clients, and processes to protect the business entity of CPC and Second Presbyterian Church, especially regarding HIPAA-related procedures.• Administrative tasks as assigned by the Office Coordinator such as website maintenance, marketing or informational mailings, or registrations, and other duties to prepare for CPC programs, workshops, and seminars.			

Communication

- Provide effective, clear communication to CPC's Administrative and Billing Assistants and Professional Providers.
- Provide orientation and direction to therapists on administrative practices along with ongoing consultation on matters of client account management.
- Achieve full-circle communication with the administrative team.

Other Responsibilities

- Attend CPC and Second Presbyterian Church staff meetings, as requested.
- Assist in generating reports for providers as requested.

Minimum Qualifications:

- High School Diploma.
- Excellent written and verbal communication skills, along with strong interpersonal skills.
- Experience with database management software in addition to Microsoft Office Suite.
- 3+ years of experience with hospitality (medical setting preferred), accounts receivable, and posting payments.

Physical Qualifications:

- Is able to move freely in and out of different work settings and meetings.

Core Competencies:

Hospitality: Generates a sense of hospitality by his or her very presence; communicates a sense of warmth, openness, and approachability; supports a culture of welcoming and belonging in the life of Second and CenterPoint.

Attention to Detail: Consistently attends to the many small pieces that must be assembled into an organized whole; follows up on missing or out-of-balance items; resolves unanswered questions needed to address a problem; keeps the larger picture in mind while tending to the smallest of details.

Interpersonal Skills: Establishes good working relationships with all others who are relevant to the completion of work; works well with people at all levels of CenterPoint and the congregation; builds appropriate rapport; considers the impact of his or her actions on others; uses diplomacy and tact; is approachable; avoids communication triangles.

Personal Resilience: Can effectively cope with change and uncertainty; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; can comfortably handle risk and uncertainty; is flexible.

Decision-Making and Problem-Solving: Uses sound logic to approach difficult problems and apply effective solutions; can comfortably handle risk and uncertainty; is flexible; can distinguish between symptoms, causes, and implied solutions; decides in a timely manner based upon a blend of research, experience, risk-taking, and judgment.

Disclaimer:

The above is intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. This job description is subject to change at any time.