



The Northwest Catholic Counseling Center

Serving all regardless of faith or finances

Job Announcement Clinic Receptionist, Part-Time

About the Position: Join us and help bring mental health care to all, regardless of circumstances! The Receptionist performs a wide range of office and client support duties to ensure the smooth running of our outpatient mental health clinic. The effective Receptionist is detail-oriented, organized, flexible, and enjoys administrative challenges. They know how to meet deadlines, prioritize, and work both independently and as part of team. If this sounds like you, join us in our work of serving the community and helping every person in need of mental health care gets it!

About Us: The Northwest Catholic Counseling Center (NCC) is a women-founded and led, family-friendly, warm and welcoming workplace. We are a completely independent nonprofit, community mental health center providing counseling and psycho-educational workshops to anyone, regardless of financial resources, faith, sexual orientation or identity, lived experience, or background. Rooted in social justice, NCC believes everyone has a right to quality health care and has a generous sliding scale ensuring no one is turned away because of an inability to pay. NCC is committed to these ideals and making them visible in daily operations.

Classification: Part-time, 25 hrs/week, In-person from 12:30pm-5:30pm M-F (can be flexible)

Compensation: \$21-\$22/hr DOE.; added pay for Spanish bilingual. Generous benefits including paid vacation, sick, holidays; employer paid short and long term disability; 403(b) retirement with employer contribution; mental health and education benefit.

Reports to: Executive Director

Location: Northeast Portland, Oregon

Closing: Open until filled

Duties and Responsibilities

1. Provide reception duties: answering phones (on multi-line system), greeting people entering the office, check in clients
2. Collect new client information by phone or electronically
3. Use computer and electronic health record software to enter client, appointment, and billing information, correcting data as needed
4. Prepare and balance daily receipts, batches, and bank deposits
5. Verify client insurance
6. Open, process, and distribute mail
7. Manage cash drawer, assuring adequate amount for daily change, visiting the bank as needed
8. Process electronic and paper insurance payments
9. Make reminder calls, texts, and emails to clients in a professional and friendly manner
10. Regularly check and respond to organizational voice-mail and email
11. Prepare clinical record requests
12. Mail or email correspondence
13. Basic office maintenance, including oversight of waiting room, literature, and adequate office inventory
14. General support including copying, data entry, scanning, scheduling, or other duties as assigned

A State Certified Counseling Agency

Donations are tax-deductible. Tax ID 93-1088962

No goods or services were exchanged for this donation

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Skills required:

- High school diploma or equivalent
- One to three years' experience in similar position, within a clinical office preferred
- Experience with EHR, appointment scheduling, and patient/client demographics preferred
- Bilingual (English/Spanish) fluency preferred, but not required (added compensation may apply)
- Proficiency in Microsoft Word, 10-key, and comfort with computers and learning new software
- Excellent verbal, phone, and written communications skills
- Ability to present information concisely and effectively, both verbally and in writing
- Commitment to continually increase level of cultural sensitivity, awareness, and competency
- Ability to organize and prioritize work
- Ability to work independently with little supervision
- Excellent interpersonal skills
- Commitment to the social justice values of NCC

Equity

NCC is dedicated to promoting diversity, multiculturalism, and inclusion across our organization, and the Development and Outreach Coordinator will share these values and commitment. NCC recruits, employs, trains, compensates and promotes regardless of race, religion, color, national origin, sex, gender identity, sexual orientation, genetic information, disability, age, veteran status, and other protected status as required by applicable law. Applicants and employees need not be Catholic. All are encouraged to apply.

Submit chronological resume: Receptionist - jobs@nwcounseling.org