Job Position: Bilingual (English/Spanish) Medical Receptionist for Mental Health Clinic
Reports to: Clinic Director
Status: Full-time (30 hours/week) hours include working until 7:00 P.M. two evenings per week but offer flexibility during the rest of the work week based on Clinic staffing needs during the following hours that our Mental Health Clinic is open:

Monday: 8:00 A.M. – 7:00 P.M.
Tuesday: 8:00 A.M. – 7:00 P.M.
Wednesday: 8:00 A.M. – 7:00 P.M.
Thursday: 8:00 A.M. – 7:00 P.M.
Friday: 8:00 A.M. – 3:00 P.M.

POSITION DESCRIPTION

Family Services of the Merrimack Valley is seeking a full-time (30 hours/week) Medical Receptionist to work in our bustling mental health clinic. This dynamic individual will be the first person visitors and clients will meet and should be a personable, independent, motivated self-starter that will be responsible for a variety of administrative functions listed below.

The Medical Receptionist will be responsible for a variety of tasks related to scheduling clients, processing paperwork, verifying insurance, handling client records and payments, medical interpretation as needed, handling prescription refills and tasks for our psychiatric staff as well as general administrative functions for the mental health clinic and the organization as a whole. The Medical Receptionist is a key member that facilitates quality care to the 250+ individuals seen in the mental health clinic annually and is comfortable working with everyone from our Medical Director to our Clinicians to our clients.

QUALIFICATIONS

The qualified candidate is energetic, empathic yet unflappable, has strong interpersonal skills, a positive attitude, and strong initiative, is self-managed, has a genuine respect for individuals, a high degree of commitment and is results-oriented. This individual will have the ability to learn other computer programs as needed. This person should also have experience working in a fast-paced office environment, preferably in a mental health agency or medical office with comfort from taking directives from several key members in the agency.
Required
- High School Diploma, Medical Assistant Certificate preferred
- Bilingual verbal and written fluency in English/Spanish
- Certified Medical Interpreter (English/Spanish) desirable
- Excellent customer service and communication skills
- Ability to maintain confidentiality and a professional demeanor at all times
- Computer literate with the ability to learn new software applications
- Ability to conduct accurate data entry
- Strong organizational skills
- Ability to work individually and also as a team member
- Composure under pressure
- Responsible and punctual

Preferred
- Experience working in a mental health agency or medical office
- Management of multiple tasks simultaneously
- Independent, self-starter
- Experience and competency working with diverse families and cultures
- Strong communication skills, both written and verbal
- Strong preference for knowledge about Lawrence community

ABOUT FAMILY SERVICES OF THE MERRIMACK VALLEY
Family Services is a non-profit, social service organization located in Lawrence, MA. The organization helps more than 7,000 people in the Merrimack Valley and throughout Essex County each year through 20+ programs focused on youth development, parent education and emotional health. All of its services are infused with a sense of hope and possibility and enable individuals to thrive in their family, community, workplace and school. For more information, please visit www.FSMV.org.

COMPENSATION
This is a full-time 30 hour per week position with a salary range of $15 - $17/hour commensurate with experience. FSMV has a generous benefit package including health and dental insurances as well as fully paid life and long-term disability insurances in addition to 13 paid holidays and 4 weeks of Earned Time Off per year.

TO APPLY
Interested candidates should send resumes to our recruiting department at recruiting@fsmv.org by February 29, 2020.