



## Job Description

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|---------------------------------|--|-------------------------|---|
| <b>Job Title:</b>               | Counseling Center Receptionist           | <b>Employee Name:</b>   | TBD   |
| <b>Division/Department:</b>     | MHC/Administrative                       | <b>FLSA Status:</b>     | Non-exempt  |
| <b>Reports To (Name/Title):</b> | Rhonda Chabbott, Administrative Director | <b>Position Type:</b>   | Full-time   |
| <b>Weekly Hours:</b>            | 35 hours, M-F                            | <b>Proposed Pay:</b>    | \$20/hr before 4 pm<br>\$23/hr after 4 pm and Sundays |
| <b>Location:</b>                | 1955 Kings Highway                       | <b>Prepared By:</b>     | Elise Slobodin & Avi BenAmo                           |
| <b>Prepared Date:</b>           | 1/19/2025                                | <b>Updated Date(s):</b> | 2/12/25, 12/30/2025                                   |

### Position Summary

The Receptionist provides front desk support for the Mental Health Counseling Center, ensuring a welcoming and professional environment for clients and visitors. This role manages administrative tasks, supports clinic operations, and facilitates communication between staff and clients while maintaining confidentiality and professionalism.

### Duties & Responsibilities

- Greet visitors, ensure their comfort, and direct them to appropriate staff or services.
- Answer, screen, and forward phone calls; record and transmit messages accurately.
- Maintain reception area safety, cleanliness, and professional appearance.
- Monitor security cameras and follow security procedures.
- Support basic administrative functions, including photocopying, collating, filing, and preparing correspondence, memos, letters, and other documents.
- Provide support to the Mental Health Clinic with scheduling, appointments, payment collections, running reports, and collaborating with therapists.
- Use computer, fax, and courier services to transmit information and documents.
- Receive, sort, and distribute mail; process incoming and outgoing packages.
- Check clients in on the electronic health record (EHR) system; maintain accurate sign-in sheets.
- Verify and collect client copays or self-pay fees in accordance with EHR records.
- Update client records in AWARDS for no-shows or cancellations.
- Schedule client appointments and manage room schedules to optimize clinic space utilization.
- Maintain client confidentiality in accordance with agency policy and state law.
- Maintain professional boundaries in all interactions within the office environment.
- Manage office supplies inventory, including snacks, cleaning supplies, and office materials.
- Coordinate with building maintenance for repairs and facility issues.
- Manage vendor relationships for office equipment and cleaning services.
- Assist with administrative tasks and special projects as requested.
- Oversee lobby and waiting room appearance to ensure a professional environment



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### Skills & Education

- Strong verbal and written communication skills.
- Ability to read, write, and speak English effectively.
- Professional personal presentation.
- Customer service orientation and ability to interact with the public professionally.
- Attention to detail and reliability.
- Ability to manage multiple tasks and maintain composure in a busy environment.
- Initiative and ability to work independently.
- High school diploma or equivalent required.

|                        |  |
|------------------------|--|
| Director Signature:    |  |
| Employee Signature:    |  |
| HR Director Signature: |  |

To apply, please submit a resume and cover letter to [hr@sbhonline.org](mailto:hr@sbhonline.org) with the job title in the subject line.