



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Hope Road Counseling Scheduler
<b>REPORTING TO:</b>	Hope Road Counseling Office Manager
<b>JOB PURPOSE:</b>	The Scheduler will report directly to the Office Manager and be primarily responsible for scheduling of appointments at Hope Road Counseling. Additionally, this position will assist the Office Manager in the oversight of collection and billing of client accounts.
<b>JOB DETAILS:</b>	
<b>STATUS:</b>	Part-time/Hourly - Benefited
<b>ORG &amp; PAY LEVEL:</b>	Support/Level 5
<b>OFFICE HOURS:</b>	M-F 8 a.m.-5 p.m.
<b>EDUCATION:</b>	2 years' experience with medical office scheduling/billing Associate Degree in Business or High School graduate with 5 years of office skills
<b>LICENSED/ORDAINED:</b>	No
<b>MEMBERSHIP:</b>	Preferred

## **PRINCIPAL RESPONSIBILITIES**

### **Primary Functions**

- **Scheduling:**
  - Answer phones
  - Process intake of new clients
  - Schedule appointments for new and established clients
  - Maintain appropriate documentation per client for HIPAA compliance
  - Assist counselors with administrative duties
- **Client Accounts:**
  - Process client payments
  - Mail monthly invoices
  - Mail monthly invoices to 3rd party payers
  - Process 3<sup>rd</sup> party payments
  - Maintain weekly statistics report
  - Prepare weekly deposit
  - Prepare monthly transfer reports
  - Mail quarterly report to partner churches

### **Supervisory Responsibilities:**

This position does not supervise other positions

### **Competencies:**

- Vibrant and growing relationship with Christ
- Genuinely warm, caring, enthusiastic & patient attitude with servant heart
- In agreement with the Mobberly's Statement of Faith

- Agrees to the standards of behavior outlined in the Mobberly Baptist Personal Conduct Policy and all other provisions of the Mobberly Baptist Employee Handbook.
- Understand and Maintain HIPAA compliance regulations for privacy practices.

### **Job Specifications:**

#### **Job Knowledge & Skills**

- Working knowledge of Outlook, MS Office and EHR Software.
- Project management skills, including prioritizing, multi-tasking, organizing, delegating, implementing new procedures, presentation preparation, multimedia usage, event planning.
- Office administrative equipment skills, including calculator, phone, copier, printer, scanner, fax machine, audio/visual equipment skills, including projector, sound system, television and DVD player.
- Interpersonal skills, including maintaining confidentiality, communication, motivating others.

#### **Environmental & Physical Demands**

- Able to stand 2-3 hours per day
- Ability and flexibility to work long hours
- Frequent: standing, bending, twisting, stooping, squatting, kneeling, climbing ladders, climbing stairs, walking on uneven ground
- Lifting 5-25 pounds
- Noise level – quiet to moderate noise

#### **Travel**

- Possible travel to church campus
- Possible travel to education conferences

To apply, please send a CV and cover letter by email to [gailm@mobberly.org](mailto:gailm@mobberly.org)