



JOB DESCRIPTION

JOB TITLE: HRC Scheduler

REPORTING TO: HRC Office Manager

JOB PURPOSE: The Scheduler will report directly to the Office Manager and be primarily responsible for scheduling appointments, creation of billing accounts, and client documentation at Hope Road Counseling. Additionally, this position will assist the Office Manager in the oversight of billing, reporting and collection of account receivables for client billing.

JOB DETAILS:

STATUS: Full time - Benefited

ORG & PAY LEVEL: Support/Level 4

OFFICE HOURS: M-F 8a-5p

EDUCATION: 2 years' experience with medical office scheduling/billing.
Associate Degree in Business or High School graduate with 5+ years of office administration and accounting skills.

LICENSED/ORDAINED: No

MEMBERSHIP: Preferred

PRINCIPAL RESPONSIBILITIES

Primary Functions

- **Scheduling:**
 - Answer the phones.
 - Process intake of new clients.
 - Schedule appointments for new and established clients.
 - Maintain appropriate documentation per client for HIPAA compliance Responsible for ordering and maintaining office supplies and stationery Maintain weekly. statistics.
 - Prepare agenda for staff meetings and record minutes.
 - Assist counselors with administrative duties.
 - Assist office manager with administrative duties.
- **Client Accounts:**
 - Process client payments.
 - Process 3rd Party payments (Church and Community Partners) Prepare weekly deposit.
 - Prepare monthly transfer reports.
 - Process and Mail monthly client statements.
 - Process and mail 3rd Party Payer statements.
 - Post monthly transfer reports to client accounts.

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 Church's Statement of Faith
- Agrees to the standards of behavior outlined in the MBC Personal Conduct Policy and all other provisions of the MBC 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 campuses.
- Possible travel to education conferences.

To apply, please send a resume to jonib@mobblerly.org