



**JOB DESCRIPTION: OFFICE COORDINATOR**

Date: January 2021  
Grade: 2  
Location: Outpatient offices  
Supervisor: Call Center & Front Office Operations Manager  
Exempt: No

**GENERAL PURPOSE:** Provides a broad range of office duties and administrative support both virtually through telehealth platforms and in-person at the outpatient offices as directed by the Call Center & Front Office Operations Manager and Regional Management. Includes facilitation of new and existing client records, supporting clinical staff by managing all non-clinical and administrative paperwork, collection of payment for services rendered, and interaction with all departments within the company and with other community agencies. Alternation between working on-site at Outpatient locations and managing the Telehealth platform remotely as needed.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Greets clients in a warm, friendly, and respectful manner, both in person and through telehealth software.
- Administrating the Telehealth platform, to support client access to services, including fee collection, updating paperwork electronically, provide client access to sessions and groups. Supporting virtual connections with clinical staff to align client access to care remotely.
- Meets The Center’s standards for client fee collection and insurance eligibility for services
- Performs office duties including, but not limited to: telephone answering as backup to the Call Center, scheduling, data entry, copying, mail collection/disbursement, office supply ordering, daily deposit and cash sheet, Medicaid report, and assuring a clean, organized office space, adhering to CDC guidelines for public spaces to ensure a safe and healthy work environment.
- Performs clinical recordkeeping tasks, both analog and within The Center’s electronic health record, including compiling intake packets, typing/filing of chart documents, Point of Entry, opening and closing of charts and chart storage according to the policies and procedures of the Center, managing the TMS system for DUI services, supporting and filling in for staff shortages and coverage needs.
- Directed work on-site at Outpatient locations and managing the Telehealth platform remotely as needed.
- Helping to facilitate and grow the ‘You Matter’ environment for self, staff and clients.
- Meets The Center’s standards for Client care and service, behavior, attitude, and professional development

**Center-Wide Essential Duties and Responsibilities**

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center.
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines.

- Responsible for supporting The Center's Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a *You Matter Mindset*.
- Completes all administrative paperwork, telehealth and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required.
- Completes required competency training in Relias Learning and additional training as requested or selected by supervisor.
- Reviews and acknowledges Center policies and procedures as requested/required.

#### **MISC. DUTIES AS ASSIGNED**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

**SUPERVISORY DUTIES:** None

**QUALIFICATIONS:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

- High school diploma or equivalent required
- Office training or previous work in human services setting a plus
- Two years' previous office experience is essential
- Medical billing experience preferred
- Fluency in English required; Spanish strongly preferred
- Intermediate computer and keyboarding skills
- Ability to enter data on the Center's computerized record keeping system
- Ability to interact with people in a professional, friendly manner both virtually and in-person
- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team

**WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Works extended hours in front of a computer monitor
- Required to talk and hear
- Often requires sitting and use of hands and fingers, to handle or feel
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop kneel, crouch or crawl
- Vision abilities required by this job include close vision
- The noise level in the work environment is usually quiet to moderate
- Scheduled hours of work may change as program needs change

***I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.***

---

Signature

---

Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.