



## **POSITION DESCRIPTION: BILINGUAL FRONT OFFICE AND INTAKE ADMINISTRATOR**

**Position:** Bilingual Front Office and Intake Administrator

**Reports To:** Director of Grants & Compliance

**Purpose:** The person in this position will represent SAC in carrying out our mission because they are usually the first line of contact and communication with our clients, potential clients, donors, volunteers, vendors, and community members. This position is an extremely important role in welcoming our clients and ensuring that they feel comfortable and safe. This position will also provide Orientation Visits to our new Spanish speaking clients.

### **Major Duties Include:**

#### Front Office Administrator

- Maintain behavior that is compliant with Federal and State regulations, guidelines, and requirements including working knowledge of all health information management issues such as HIPAA.
- Cancel client appointments when needed.
- Answer a multiline telephone and route caller.
- Respond to door buzzer. greet and check-in clients and visitors, announcing arrival.
- Maintain neat and clean community areas.
- Assist Operations Manager with vendors and service technicians; maintain and order office and janitorial supplies.
- Maintain a variety of manual and electronic records, including client's physical and electronic charts in Electronic Health System (EHS); update client's account, upload documents, collect co-pays, and verify insurance/benefits.
- Set up conference room for meeting(s) and order food as requested.
- Assist with coordinating use of building by outside organizations.
- Create mailboxes and door name plates for new staff.
- Manage the receipt, sorting, and distribution of daily mail and deliveries.
- Retrieve and fax/mail medical records per request.
- Process monetary deposits of daily collections to include documentation, entering funds into database, and conducting monthly reconciliation reports.
- Provide clerical support for the finance department including verifying payment details, mailing checks/payments, and filing check stubs.
- Additional projects assigned by the leadership team.
- This position will perform tasks that will help all teams and departments within the organization run smoothly and efficiently.

- The person in this position should identify and address potential needs, tasks, and issues in support of the organization.
- It is of the utmost importance that the Front Office Administrator is trauma-informed and able to provide compassionate care to all those we serve

#### Bilingual Client Navigator

- To provide Orientation Visits to all new Spanish speaking clients
- To work closely with the Intake Specialist regarding scheduling needs of clients, special needs, maintenance of the waiting list, and all other nuances of connecting clients to services
- To assess all clients for appropriateness of clinical services, advocacy needs or outside referrals; assist clients in navigating available options
- To maintain appropriate and thorough documentation and electronic records
- To serve as first responder to crisis and walk-in clients/individuals, providing support and information as needed
- To work closely with the Intake Team, Advocacy Team and Clinical Team to ensure each new client receives quality, trauma-informed services

#### **Skills/Abilities:**

- Bilingual (English and Spanish)
- Ability to maintain friendly, cordial relations with all clients, employees, and guests; maintain a positive work atmosphere by acting and communicating in a positive and professional manner with clients, co-workers, and leadership.
- Comfort level hearing and responding to trauma stories
- Knowledge of client Electronic Health System (EHS) database system is preferred.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Ability to work collectively with the administrative team associates.
- Minimize non-productive time and fill slow periods with activities that enhance the work environment or knowledge, skills, and abilities.
- Attention to detail and accuracy in all work.
- Ability to organize work, multi-task, and prioritize meeting deadlines.
- Full proficiency with Microsoft Office/365 applications (Teams, Word, Excel, and Outlook).
- Excellent organizational, written, and verbal communication skills.

#### **Education and Experience:**

- Bachelor's degree in related field (counseling, social work, psychology, etc.) required
- Minimum of 2 years' experience post Bachelor's degree in a related work environment
- A minimum of three years of office administration or secretary experience, preferred
- Prior experience in a Health Care related field, preferred

*SAC reserves the right to waive any of the above qualifications dependent on work experience and other qualifying factors.*

#### **Job Type:**

- Full-Time hourly position, \$23.00 per hour
- 40 hours per week; hours include Monday through Thursday 8:15 am to 5:15 pm and Friday 8:15 am to 2:15 pm (30-minute break between 12:00 to 2:00)

**Benefits:**

SAC offers a competitive benefits package that includes:

- Employer sponsored medical, dental, and vision insurance
- Employer covered long-term disability insurance and EAP (Employee Assistance Program)
- Discounted supplemental AFLAC benefit options
- 401(k) Plan with up to 3% matching options
- 15 days of Paid Time Off annually, with increased accrual rates each year
- 10 paid Holidays & 2 Floating Holidays annually
- 12 hours of Days of Action annually
- Self-Care Leave with every five years of employment
- Monthly Therapy Stipend

**To Apply:** Please send a cover letter and resume to [humanresources@sacenter.org](mailto:humanresources@sacenter.org).

**SAC is an Equal Employment Opportunity employer.**