

UNION CHAPEL

Position Title: Counseling Center Office Manager

Reports to: Mendy Saylor, Counseling Center Director

Part-time Role: 25 hours per week

THE IDEAL CANDIDATE IS:

1. Friendly, approachable, and patient with people
2. Highly organized, detail-oriented, and an effective multitasker
3. Demonstrates high moral character, especially in areas of trust and confidentiality

GENERAL RESPONSIBILITIES:

1. Assist clients by scheduling appointments via phone or in person
2. Manage office operations and billing procedures
3. Accurately collect and record all client fees in Theranest
4. Send statements to clients with outstanding balances
5. Ensure accurate and timely billing to insurance companies
6. Enroll new insurance panels and maintain existing ones
7. Communicate with insurance companies to enroll the Counseling Center in their programs
8. Submit insurance claims and verify patient account information according to insurance requirements
9. Track counselors' licensure and professional memberships
10. Prepare letters, handouts, in-service materials, and other office correspondence
11. Maintain organized and up-to-date office files and materials
12. Ensure the secure transfer and proper disposal of confidential records in compliance with HIPAA guidelines
13. Assist the Director with policy updates and organizational tasks for the counseling team
14. Keep counselor information and binders current
15. Coordinate scheduling for conferences, workshops, conventions, and professional meetings for the director
16. Plan and organize special events, holidays, and staff birthdays
17. Maintain office equipment, including copier, computer, phone, and credit card machine
18. Oversee office appearance and coordinate with maintenance staff for repairs

PREFERRED QUALIFICATIONS:

- Experience with client management and billing software (e.g., Therapynotes, Availity)
- At least two years of experience in an office setting, including insurance billing
- Experience working in an environment requiring a high level of confidentiality
- Bachelor's degree in business administration, secretarial science, or a related field

REQUIRED QUALIFICATIONS:

- Proficiency in Microsoft Word, Excel and Google Docs
- Strong written and verbal communication skills

Submit Résumé To: mendys@unionchapel.com