



CCPC, a non-profit youth and family services agency in Salem, is seeking to hire a full-time (40 hours per week) receptionist. The receptionist also serves as the intake coordinator for the agency's mental health counseling department. The receptionist is responsible for greeting and directing visitors, answering phones and directing calls, taking messages for staff, typing, filing, and other office duties as assigned. The position performs a wide variety of secretarial and clerical duties.

#### Qualifications:

- \*High school diploma or GED
- \*Minimum 2 years office experience
- \*Working knowledge of computers, including Microsoft Office suite
- \*Ability to type 50 WPM
- \*Good organizational and communication skills
- \*Valid driver's license, personal auto liability insurance, and a driving record that permits coverage under the agency's corporate auto liability
- \*Successful completion of a thorough background investigation, including criminal history check, reference check, employment history, educational verification, or licensing. Previous arrest and/or conviction does not automatically disqualify a candidate.

#### Receptionist Duties:

- \*Greet and direct visitors with professional, positive, helpful, and attentive assistance.
- \*Answer CCPC main phone line in a professional, positive, helpful, and attentive manner. Route calls appropriately and in a timely fashion.
- \*Type reports, forms, brochures, correspondence, etc., as assigned by management.
- \*Document and review monthly BRS paperwork to ensure compliance.
- \*Copy and fax for agency employees as approved by supervisor.
- \*Organize incoming and outgoing mail, including postage, pickup, routing, and distribution.

#### \*General filing

- \*Maintain and order supplies and keep supply room neat.
- \*Monitor youth in reception area and provide feedback to case managers as appropriate.
- \*Keep reception area, meeting rooms, and break room neat and ordered.
- \*Keep a well-organized office and procedures system.
- \*Perform office errands as assigned by supervisor.
- \*Troubleshoot office machine problems (i.e. copiers, phones, computers) as requested. Problem solve when systems break down and provide helpful feedback.
- \*Maintain various scheduling calendars.
- \*Miscellaneous tasks as assigned by management and supervisors.

#### Intake Specialist Duties:

- \*Schedule and reschedule all intake appointments and weekly client appointments.
- \*Maintain all therapists' calendars with updated appointment times and statuses.
- \*Verify insurance daily.
- \*Submit all insurance authorizations for new clients.
- \*Add and track clients in web-based database.
- \*Pull weekly data reports.
- \*Attend quarterly intake BCN meetings.

#### Salary and Benefits:

- \*Annual salary of \$24,000-30,000.
- \*Full medical, dental, and vision insurance paid by employer as well.
- \*3% retirement match.
- \*Pay differential possible for bilingual (English/Spanish) candidate.

#### To apply:

- \*Please send a resume or job application (available at [ccpcusa.com/contact-us/employment/](http://ccpcusa.com/contact-us/employment/)).
- \*Preference will be given to applications received by 9/22/2017.
- \*To send job materials, use the contact form at [ccpcusa.com/contact-us/](http://ccpcusa.com/contact-us/)