

Front Desk, Client Intake, and Billing Coordinator | Full or Part-time | Hourly

Join an organization that make a difference.

Family Service Center (FSC) is looking for an experienced candidate to be an integral part of our collaborative mission-focused team. The Office and Client Care Manager will manage the day-to-day front desk and intake client interactions. They will be empathetic, caring, energized by working with a mission-focused team committed to supporting mental health in communities served.

About FSC:

FSC is a growing not-for-profit community-based mental health agency in Northfield, Illinois. We serve clients of all ages in the surrounding communities with in-person and telehealth counseling sessions, currently in English, Spanish, and Mongolian. We offer services on a sliding scale and accept many insurance providers to minimize barriers to access. We also serve our community through outreach and educational programs delivered in partnership with local schools and organizations, to many different groups including parents, educators, seniors and the community at large. We are working to expand our preventative and skill-building educational offerings. We believe everyone is deserving of emotional and mental well-being.

Position Highlights:

- Full-time or Part-time
- Monday – Friday schedule with Monday through Thursday schedule until 7:15pm
- In-person
- Reports to Co-Executive Director [Operations]

What You Will Need:

- Minimum of three years of front desk, EHR, and client interaction experience. Experience with client mental health intake process is preferred.
- Proficiency with EHR systems and Excel. Simple Practice and Microsoft 365 experience is preferred.
- Knowledge of healthcare management practices and procedures.
- Strong understanding of confidentiality and HIPAA regulations and compliance requirements.
- Excellent communication and interpersonal skills for interacting with clients and staff effectively.
- Relevant associate or bachelor's degree, or equivalent combination of education and experience.
- Ability to adapt to a changing environment and handle multiple priorities.
- Excellent writing and analytical skills.
- Proficiency in spoken and written English. Bilingual Spanish or Mongolian a plus.

What You Will Do:

- Manage the daily operations of the front office and reception, including therapy billing (insurance/self-pay/co-pay/deductible) using Simple Practice, client interactions (intakes/inquiries/scheduling), and office management (inventory/ordering/organization).
- Work with insurance providers and Medicare to ensure therapists are paneled and credentialed. Provide insurance verification and benefits to clients.
- Oversee client assignment process as directed by Clinical Co-Executive Director; including maintenance of accurate electronic records and ensure compliance with HIPAA regulations.
- Support operations by generating regular agency operating reports and managing client survey processes and analysis.
- Manage office needs including inventory control and ordering supplies, managing mail processing, general office voice and emails, and onsite building support personnel.
- Support general administrative needs of Co-Executive Directors and Board.
- Coordinate with Co-Executive Directors and staff to ensure efficient workflow and excellent client care. Seek office operational best practices, re-evaluating updating process and programs for efficiency.

Benefits (Full and Part Time)

- Some remote work and scheduling flexibility may be possible
- Simple IRA Retirement Plan with Employer match
- Paid time off programs

Benefits (Full-Time*)

- Medical and dental insurance (including prescription and pharmacy benefits) with employer contribution
 - 15 vacation days (after initial onboarding period)
 - 11 paid holidays
 - Paid sick time
 - Life Insurance
 - Short-Term Disability Insurance
- *30+ hour per week employees are eligible

FSC is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive work environment within the nonprofit sector.

Please send letter of interest and resume to cnorthwick@familyservicecenter.com to apply.