

**Position Title: Front Desk Assistant Thorndale and Coatesville, PA**

Human Services, Inc. is a non-profit community mental health center that has been serving the Chester County community since 1972. The goal of Human Services, Inc. is to provide for the prevention, evaluation, diagnosis, treatment, and recovery of adults with serious mental illness and co-occurring disorders. Human Services, Inc. remains committed to providing quality care that is most responsive to the needs of the individual in the most appropriate, less intrusive manner.

**Status of Position:** Full-time/37.5 hours per week/ Non-exempt available to qualified applicants in the Administrative Services Department at Human Services, Inc. located in Downingtown, Pa. The Front Desk Assistant is responsible for:

**Describe Duties:**

- Answering telephones and directing calls to the correct recipients
- Checking in patients for their respective appointments
- Collecting and processing payments according to company policies
- Various administrative functions including but not limited to calling patients to confirm upcoming appointments, providing administrative assistance to professional staff working in the corporate office, reconciling daily cash, credit cards receipts and checks from outpatient clinic, track and check-in medication samples from pharmaceutical sales reps, scheduling pharmaceutical sales rep lunches etc.
- Use company email to communicate with other employees throughout the organization.
- Notifying team members of a patient's no show and take action to fill the slot.
- Other duties as assigned by the administrative department supervisor.

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The following clearances are required: FBI/Child Abuse History/PA Criminal History/PA Driver's License. Employees must maintain a valid driver's license and current automobile insurance.

**Minimum Qualifications**

- High school diploma/GED.
- 3 years previous administrative assistant/receptionist experience preferred, but will train the right applicant.
- Have a thorough knowledge of recovery and wellness philosophy.
- Have a working knowledge of issues faced by those who experience serious mental illness.
- **Have strong managerial, organizational and time management skills.**
- Must possess the ability to communicate effectively both orally and in writing.

- Establish positive working relationships with staff, community partners and the individuals you work with.
- Relate positively with colleagues and representatives of other agencies.
- Have the ability to recognize and be sensitive to cultural and ethnic differences.
- Must be able to safely perform essential job functions with or without reasonable accommodations.

Please send a cover letter and resumes to: [abrandt@hsi-cmhs.org](mailto:abrandt@hsi-cmhs.org)