



Medical Office Administrator

Are you a team player with a passion for mental health, a big heart, and can be patient with others, but strong enough to ensure the office runs smoothly?

Do you enjoy working in a positive, family friendly environment?

Then Family Pride is the place for you!

Family Pride of Northeast Ohio is a growing counseling agency that provides a variety of counseling and support services to children, youth and families throughout northeast Ohio. Family Pride is a person-centered, solution-focused, trauma-informed agency that helps clients and families feel stronger, healthier and happier. Our goal is meet families where they need it the most to help them be healthy, stay together, and allow each family member to find their place in the family and community. To do this, we offer services in clients' homes, school, work, throughout the community, and at our office locations in Chardon, Middlefield, and Ashtabula.

Family Pride of Northeast Ohio, Inc is currently looking for a **full-time Office Administrator** primarily located in Chardon. Responsibilities include the following:

Administrative

- Oversee all aspects of the daily operations of office to make sure it runs smoothly.
- Welcome visitors and clients to office to ensure they have a positive experience
- Answer multiple phone line and direct calls where appropriate
- Process new referrals daily (check insurance, send intake packet, and discuss benefits/costs)
- Process invoices, payments, and deposits in a timely manner
- Process Payroll and Benefits
- Conducts a portion of administrative on-boarding for new agency personnel - including background checks, and credentialing
- Maintains agency inventory
- Coordinates domestic travel arrangements as requested

- Assists with planning and coordination of monthly staff meetings
- Coordinate with staff and IT support for all office equipment, as needed

Medical/Billing

- Communicate with Billing Specialist and clients regarding insurance information, billing process, balances and setting up payment plans
- Review monthly statements and balances for mailing and follow up process
- Assist clients with billing questions/concerns including discussing billing process when insurance is terminated

Please call us if you:

- Have at least an Associates degree in business-related education
- Are Tech Savvy to operate office equipment
- Have at least at least 1 year experience in mental health/healthcare office setting
- Can work collaboratively and professionally with a variety of individuals

BENEFITS:

We offer competitive pay, sick and vacation time, extended holiday times including your birthday off, as well as Medical, dental and life insurances, and retirement benefits.

For more information - please contact our website at www.familyprideonline.org or contact Angela Daugherty, Executive Director at 440-286-1553 with questions. You may also email your cover letter and resume to adaugherty@familyprideonline.org or send via fax to (440)286-1318.