



Bilingual Medical Receptionist

CETPA is a Drug Free Workplace (Pre-Employment Drug Screen Required)

CETPA, Inc. is Georgia's only Latino behavioral health agency licensed by the State and nationally accredited by CARF to provide integrated outpatient mental health and substance abuse services in English and Spanish.

CETPA, Inc. is a nonprofit organization dedicated to providing affordable, linguistically and culturally appropriate substance abuse and mental health treatment and prevention services to the Latino community in Georgia.

www.cetpa.org

CETPA is currently recruiting a **Bilingual Medical Receptionist** for immediate full time opening in Norcross, Georgia.

Competitive salary with language incentive pay and generous benefit package available based on work experience.

A. REQUIREMENTS

- Must be able to write, read, and speak English and Spanish.
- Multi-tasking, Telephone Skills, Time Management, Organization, Attention to Detail, Scheduling.
- Flexibility with work hours.
- Must work well under pressure and act as problem solver and team player.
- Must be computer literate on Microsoft Office, Excel, Access and Windows applications. Must have excellent human relations skills, having dealt with a variety of customers and employees.
- Knowledge of medical terminology, procedures and diagnosis
- Knowledge of general administrative and clerical procedures
- Working knowledge of healthcare insurance preferred
- Submission to a fingerprint criminal background check whose results allow employment with the organization.
- Submission to a pre-employment drug screen and TB screening

Key Competencies

- Skills
- information collection and management

- Planning and organizing
- Attention to detail
- Customer service skills
- Adaptability
- Confidentiality

B. SPECIFIC RESPONSIBILITIES & DUTIES

Job Responsibilities:

Serves patients by greeting and helping them; scheduling appointments; maintaining records and accounts. Provides office services by implementing administrative systems, procedures, and policies

Job Duties:

- Welcomes clients and visitors by greeting clients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimizes clients' satisfaction, provider time, and treatment room utilization by scheduling appointments in person or by telephone.
- Keeps client appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays.
- Comforts clients by anticipating clients' anxieties; answering patients' questions; maintaining the reception area.
- Ensures availability of treatment information by filing and retrieving patient records.
- Maintains client accounts by obtaining, recording, and updating personal and financial information.
- Obtains revenue by recording and updating financial information; recording and collecting client charges; controlling credit extended to clients; filing, collecting, and expediting third-party claims.
- Maintains business office inventory and equipment by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies; scheduling equipment service and repairs.
- Helps clients in distress by responding to emergencies.
- Protects clients' rights by maintaining confidentiality of personal and financial information.
- Ensure reception area is well maintained, neat and clean.
- Maintains operations by following policies and procedures; reporting needed changes.
- Contributes to team effort by accomplishing related results as needed.

If you meet these qualifications, and those of the Job Description, please send your resume to Elhy Solis at esolis@cetpa.org.

On the "Subject Line", please write Medical Receptionist