



## Outpatient Reception/Intake

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**JOB SUMMARY:** Office support is often the first point of contact for clients when they come in for services. Responsibilities include clerical tasks, set up of new client files, scheduling appointments, conducting drug screening tests, order supplies and submit work requests for building needs.

**SUPERVISED BY:** Outpatient Program Manager

**STATUS:** This position is non-exempt, full time

**GENERAL:** Ensure all individuals are greeted and made feel welcomed. Work collaboratively with a team and ensure all information received is kept confidential.

**Supervision Exercised:** None

**Essential Functions:**

- Responsible for professionally greeting and providing quality service as the first point of contact for the agency to all persons entering the lobby or approaching the front desk.
- Responsible for professional agency-wide phone communication serving incoming callers as well as agency staff, answering and routing calls, answering general information questions as requested.
- Respond to inquiries regarding available services
- Schedule initial assessments and all required appointments for clients in accordance with agency operating procedures which include nightly courtesy reminder calls for next business day appointments
- Responsible for taking detailed messages and delivering them in a timely and efficient manner to ensure client/customer satisfaction.
- Complete new client intake paperwork, including consent forms
- Supervise UA process
- Maintain knowledge of agency/staff schedules
- Submit required reports to community partner agencies upon request
- Working knowledge and clear understanding of HIPAA laws regarding client privacy and confidentiality rights. Maintain strict client confidentiality in person, over the phone and in shared workspaces at all times per agency policy.
- Maintain an organized and professional work area as well as a clean and organized lobby area

- Maintain and organize all supplies and systems necessary for reception/clerical work including, but not limited to, scheduling and assessment records, UA records and collection supplies.
- Other duties as assigned by the Program Manager

**JOB REQUIREMENTS**

**Experience and Skills Requirements:** Minimum 1-year receptionist experience and/or 1-year clerical support role and experience with multi-line phone system. Experience with computer systems, and data entry. Intermediate skill in outlook, and Office 365 applications.

**Education/Licensure/Certification requirement:** High school diploma or equivalent required. Some college preferred.

Proof of COVID vaccination required

**Background:** Clear background check.

**Work environment:** This job is primarily sedentary work and located in a standard office environment with moderate noise. Visual acuity is required for data entry, review of spreadsheets, and viewing of computer monitor. Occasional walking to specific sites is necessary.

**References:** 3 professional references required to verify experience

**Not Comprehensive List:** *This is not intended to be a comprehensive list of all duties and responsibilities and is representative of the scope of the work. The duties and responsibilities listed in this job description may be subject to change at any time due to reasonable accommodation or other reasons.*

*Upon signing this form, you agree with all responsibilities listed above and acknowledge receipt of the job description and acknowledge that you can perform all the essential functions of the position, with or without reasonable accommodation.*

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature