

Client Relationship Coordinator

Position Summary

The Client Relationship Coordinator is the face of the organization; their role is to greet clients and to ensure that they feel comfortable. They are responsible for handling intake calls from prospective clients and ensuring they are matched with the appropriate therapist. They will also provide support for the clinicians to assist with client schedules and administrative requirements as needed.

The Client Relationship Coordinator must possess a unique blend of business and technical savvy; An eye to detail with a warm and welcoming presence is a non-negotiable for this role.

JOB RESPONSIBILITIES:

- Daily Office Operations – understand all policies and procedures, assist in development of necessary additional policies and procedures.
- Use of Simple Practice, MS Office 365, CRM, GoTo Connect and other software as needed in the course of conducting business at DCC.
- Intake Coordination – receive calls from prospective clients and coordinate first appointments including those using insurance.
- Updating clients in Therabill for insurance billing purposes
- Greet all clients as they come to the practice to ensure they feel welcome
- Provide support for the therapist to include helping with schedule changes, calls to clients for payment changes, etc.
- Administrative duties such as light cleaning and organization in the office
- Special projects as defined by the Operations Director

REQUIRED SKILLS AND COMPETENCIES:

Demonstrates **strong detail orientation**. **Customer focused** and dedicated to meeting the expectations and requirements of both internal (therapists) and external clients while balancing the priorities and needs of DCC. **Goal oriented** and **makes good decisions** based upon a mixture of analysis, wisdom, experience, and judgment. **Analytical problem solver**; able to understand client needs and the therapist specialties in order to create the most effective match. **Learning Agility** and the ability to learn mental health and HIPAA and needed technology solutions.

REQUIREMENTS:

- High School Diploma and some college

- The ability to maintain a flexible schedule is required
- Strong organizational skills

COMPUTER SKILLS

- MS Office 365 applications
- Simple Practice or another EHR system is a plus
- Phone System Technology such as GOTO Connect