Community Support Services (CSS), a leader in behavioral healthcare for adults living with severe and persistent mental illnesses and is in search of a **Receptionist**. The Receptionist is responsible for greeting clients, visitors, and family members, checking them in and notifying staff of their arrival. Also responsible for accurately maintaining psychiatrist schedules, as well as running the switchboard – forwarding calls to the appropriate parties. This requires a courteous, polite, and professional attitude; proficiency in record keeping, computer scheduling, independent judgment, and accuracy.

**Essential Functions:**

Exhibits daily quality customer service as outlined in the Quality Customer Service Mission Statement. Is courteous in providing information and/or directing visitors to the proper location.

Responsible for scheduling psychiatric appointments for clients and staff in Credible Wireless, as well as notifying appropriate staff about appointments.

Maintain a current, organized system to track psychiatrists’ time off requests, blocking and unblocking schedules in Credible Wireless as necessary.

Responsible for generating the Appointment Checklists for the next day’s psychiatric appointments.

Operates a 21-line switchboard; receives, screens and routes telephone calls to appropriate staff. Creates a positive first impression of the agency.

Responsible for maintaining the registration process, which includes:

- Registering all individuals on various sign-in logs when they arrive.
- Notifying appropriate staff of individual’s arrival.
- Monitoring the flow of traffic, ensuring individuals are seen in a timely fashion.
- Retrieves overnight messages and routes to appropriate staff or returns calls as necessary.

Responsible for maintaining adequate supplies for the department, ordering additional supplies as needed.

Maintains Aldi vouchers, client checks, bus tickets.

Observe all rules of confidentiality as it relates to clinical information both internally and in dealing with outside individuals and/or agencies.

**QUALIFICATIONS**

**Education:** Possession of a High School Diploma or equivalent.

**Experience:** Minimum three years clerical support experience, e.g. data entry, alphabetical sorting, etc. Basic switchboard/receptionist experience preferred. Basic scheduling experience preferred.

**Requirements:** Working knowledge of computers a must. A pleasant demeanor is required. Knowledge of MS Word and Excel preferred. Possess the ability to work as a team player. Courteous, efficient telephone manner. Ability to interact appropriately and professionally with individuals served, staff, and the public. Ability to operate a multi-line switchboard with heavy telephone activity. Excellent verbal and written communication skills. Ability to maintain confidentiality.

**EOE/M/F/Vet/Disability**

Please send your resume and wage history/requirements to: jobs@cssbh.org