



## **Cow Creek Government Office**

### **Behavioral Health Reception**

Job Code: 2460  
Department: Cow Creek Behavioral Health  
Location: Roseburg, OR  
Minimum Hourly: \$17.50

#### **POSITION PURPOSE:**

The Behavioral Health Receptionist is responsible for providing exceptional customer service to our patients and visitors. As a Behavioral Health Receptionist, you will play a vital role in creating a positive and welcoming environment for all individuals seeking mental health services.

#### **ESSENTIAL FUNCTIONS:**

- Greet and check-in patients and visitors in a warm and professional manner.
- Schedule and confirm appointments for patients, ensuring all necessary information is collected accurately.
- Answer phone calls and emails promptly, and direct inquiries to the appropriate staff members.
- Maintain patient records and ensure that all forms are completed accurately and efficiently.
- Handle billing and payment processes, including verifying insurance information and collecting co-pays.
- Assist with administrative tasks, such as filing, faxing, and data entry.
- Collaborate with clinical staff to ensure smooth and efficient workflows.

#### **QUALIFICATIONS:**

- High school diploma or equivalent.
- Previous experience in a customer service or administrative role preferred.
- Knowledge of medical terminology and understanding of behavioral health services is a plus.
- Excellent communication skills, both written and verbal.
- Strong attention to detail and organizational skills.
- Proficient in using computer systems and software, including Microsoft Office Suite.
- Ability to maintain confidentiality and adhere to ethical standards in handling patient information.