

JOB DESCRIPTION: CLIENT SERVICE COORDINATOR



Overview of Company

The Collective is a multidisciplinary, outpatient behavioral health company that provides integrated care services to adults and adolescents. The Collective was founded to create a differentiated behavioral healthcare network that redefines the current delivery system through utilization of multidisciplinary level of care for individuals requiring support for Major Depressive Disorder, General Anxiety Disorder, Trauma, and other mood disorders. The company's uniquely integrated and data-driven approach to care is the cornerstone of The Collective's focus on delivering superior outcomes to its clients.

Our three fundamental pillars drive our culture, team, and mission:

- Quality Care
- Client Experience
- Clinician Empowerment

At The Collective, we believe a Client First mentality leads to quality care and we have strong conviction that in order to be Client First, we must be Employee First. Our team is a collection of passionate individuals who care for our clients and each other. Our collaborative and energetic culture is the basis for our success as a company.

Position Summary

The Client Service Coordinator is a key team member that helps support all operations of the office, impacting client experience, client care, and clinician satisfaction. This position will be active in office management, running and managing front-desk activities, client scheduling, marketing support, general administration, and general office operations. The Client Service Coordinator will ensure the seamless operation of the clinic, promote client and clinician satisfaction, and be generally involved in all day-to-day aspects of the clinic. In conjunction with the Clinic Administrator, the Client Service Coordinator will ensure organizational excellence in the clinic, promote and embody the Company's Client First mentality, and work with leadership to meet and exceed organizational goals.

Reports to: Clinic Administrator

Essential Duties and Responsibilities:

- Support general day-to-day clinic operations from the front desk to ensure smooth daily operations from open to close
- Work extensively within the Company's electronic health record (EHR) to manage client and clinician workflow, scheduling activities, billing initiatives, and other practice management functions
- Manage all client scheduling activities including: phone services, email inquiries, general logistics, etc.
- Maintaining accurate schedules and notes in our electronic health record (EHR)
- Timely and direct communication with clients regarding any services required
- Provide outstanding customer service to clients, customers, and referral sources
- Delegate to Client Service Coordinator I the appropriate duties for med follow up and documentation of vitals or any other med required information
- Ensure that charge capture and other related data are accurate and submitted in a timely manner by means of the designated reporting system

- In conjunction with the Clinic Administrator, plan, organize, and work with Clinical Team Members to ensure high quality client care according to The Collective's policies
- Build a rapport with client and/or client's family and referring providers to ensure support is provided
- Along with Clinical Administrator, manage and support client journey and client engagement
- Ensure compliance with all policies and procedures in accordance with State and Federal Regulations for client care and services (HIPAA, CMS, OSHA, or other governing agencies)

Job Requirements & Skills:

- Certified Medical Assistant (strongly preferred)
- Bachelor's degree (preferred)
- Experience working within a physician practice or healthcare services setting (preferred)
- Experience with front-desk service activities such as greeting customers, scheduling appointments, answering phones, operating within the EHR system, check-in/check-out, etc.
- Exceptional communication and organizational skills
- Ability to learn systems applicable to all aspects of clinical operations
- Ability to demonstrate positive team interactions and promotion of Company culture with other Clinical Team Members
- Strong work ethic, passionate and enthusiastic personality with a high degree of integrity, humility, and a positive attitude
- Skilled in working independently and implementing time management strategies
- Professionalism in all communications internally and externally
- Demonstrated commitment and compassion for working with clinicians and clients

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.