



Family Service of El Paso

Family Service of El Paso is a non-profit organization who functions as a counseling agency to deliver mental health services with the help of a professional counselor (LPC/LPC-A). Our mission is to improve the life, health, and wellbeing of individuals and families in the El Paso community.

As the largest mental health service agency in El Paso, we are uniquely suited to serving local clients from nearly every demographic. Our vision is that all individuals and families in the El Paso community have access to mental healthcare services.

We maintain strong, strategic partnerships by collaborating with local organizations that deliver complementary services, such as health care.

We strive to develop the next generation of mental health professionals and increase the number of providers in the El Paso border community.

Family Service of El Paso has a team of dedicated mental health professionals and staff leaders who have contributed to the growth of the organization and expansion of services to best serve our community.

We are confident that there is a service area where your expertise and experience can be beneficial. Family Service of El Paso offers competitive salaries and benefits, with a robust retirement plan.

We are looking for a dynamic, positive, and experienced candidate to join our team as a:
Client Services Representative.

Starting Salary: \$11.50-\$13 hourly

FLSA: Non-Exempt

Duties and Responsibilities:

Primary Duties:

- Maintain proper client communication via email or telephone for client scheduling matters.
- Interprets Agency services to incoming telephone inquiries.
- Produce monthly aging reports for management.
- Produce past due copay & claims reports for management.
- Produce collections notices.

Front Desk Support:

- To provide excellent customer service by greeting clients as they check in for their in-person sessions. Other front desk duties include but are not limited to answering questions (via telephone or in person) providing support and direction to our clients and clinicians, regarding documentation, insurance, etc.
- Process service transactions with clients such as co-payment receipts, session payments and other miscellaneous transactions.

Administrative Support:

- Client Intake processing: Client record reporting, and other miscellaneous tasks as requested by the Office Manager.
- To work closely with provider partners and coordinate to supply the necessary payment processing documentation.
- Supports Finance Director with record maintenance and reporting of client eligibility with provider partnership programs.

Clinician Support:

To act as a liaison between clinicians and clients by maintaining communication regarding in-person sessions, changes, or documentation, or any issue related to their appointment or their client profile.

Minimum Qualifications:

- High school diploma or equivalent.
- Associate degree or equivalent is a plus.
- 2+ years of experience in office administration or management, preferably in hospital or any medical/clinical office environment.

Proficiencies:

- Highly Skilled in the use of **Office 365**
 - Teams
 - Outlook
 - Excel
 - Word
 - PowerPoint
- Knowledgeable in Trello, Jotform, Quickbooks, and Therapy Notes [our clinical software], Wix, a plus. Any experience with managing databases or navigating medical systems software is a plus.
- Insurance billing experience a plus.
- Spanish bilingual a plus.

Other Skills Required:

Skilled to function in a fast-paced environment.

Efficient communication skills.

Flexible to work in an adjustable working schedule.

Competent in time management to meet certain deadlines.

Self-Motivated to take initiative when needed to support the Administration Staff.

Physical Demands

- Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- Involves routine and frequent exposure to:
 - Bright/dim light; Dusts and pollen.
 - Other extreme hazards not listed above.

Special Certifications and Licenses

- Must possess and maintain a valid state Driver License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen

Americans with Disabilities Act Compliance (ADA)

Family Service of El Paso is an Equal Opportunity Employer. ADA requires FSEP to provide reasonable accommodation to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Note: This Class Description does not constitute an employment agreement between Family Service of El Paso and an employee and is subject to change by the Agency as its needs change.

Click here to complete job application:

<https://form.jotform.com/222416476551153>