



# DEVELOPMENTAL ENHANCEMENT BEHAVIORAL HEALTH

W// debh.org

854 Washington Ave. Suite 600  
Holland, MI 49423  
P// 616.499.2218  
F// 616.499.2219

7086 8<sup>th</sup> Avenue  
Jenison, MI 49428  
P// 616.244.2246  
F// 616.244.2247

1428 44<sup>th</sup> St. SW Suite B  
Wyoming, MI 49509  
P// 616.604.8492  
F// 616.604.8493

## **Receptionist/Administrative Assistant: Job Description**

### **Position:**

Full-time

### **Compensation:**

Developmental Enhancement offers a full benefit package including health, dental and vision insurance, as well as life insurance policies and 401k investment options. Compensation is competitive. Benefits are dependent on full-time employment.

### **Reports to:**

Office Manager

### **Summary of Position:**

The Receptionist/Administrative Assistant position involves greeting and checking in clients, scheduling, answering phones, collecting and recording payments, various office responsibilities, special projects, and assisting the Office Manager and Business Manager.

### **Role:**

The ideal candidate is someone who enjoys interacting with children, is mature and highly responsible, and is able to function effectively as part of a team as well as being able to work independently.

### **Responsibilities:**

- Scheduling client appointments
- Checking in clients for appointments
- Calling clients for various reasons (appointment reminders, information, etc.)
- Answering incoming calls
- Assist providers in maintaining client records and coordination with client's other providers (including communicating with insurance companies, supports coordinators, other agencies/offices)
- Providing client billing statements
- Collecting and recording payment
- Receiving/coordinating mail and packages
- New client intake and data entry to patient accounts
- Communicating with staff and parents about schedule changes

854 Washington Ave. Suite 600  
Holland, MI 49423  
P// 616.499.2218  
F// 616.499.2219

7086 8<sup>th</sup> Avenue  
Jenison, MI 49428  
P// 616.244.2246  
F// 616.244.2247

1428 44<sup>th</sup> St. SW Suite B  
Wyoming, MI 49509  
P// 616.604.8492  
F// 616.604.8493

- Filing/organizing documents
- Parent phone calls regarding client behavior
- Developing professional rapport with clients and parents and developing a friendly and welcoming environment
- Sending various faxes/distributing faxes received
- Maintaining and reporting on all supplies necessary and keeping an updated stock for the office
- Various office tasks such as creating folders, making labels, adjusting schedules and cancellations for each therapist upon request

**Position Requirements:**

- Good verbal and written communication skills
- Good interpersonal relationship skills
- Basic computer skills
- Ability to multi-task
- Reliable transportation
- Valid Michigan driver's license