

Front Desk Receptionist – Full-time

711 S Auburn St. Kennewick, WA

This position requires the employee to be located fully on-site at the Kennewick location but may be required to work or attend meetings at other United Family Center locations based on business needs.

Job Description:

- Facilitate communication and recordkeeping, and serve as a point of contact for clients before and after their appointment
- Greet clients and visitors, answer phone calls, and schedule appointments
- Notify providers of client arrivals
- Maintain up to date office records
- Maintain office inventory and equipment by anticipating supply needs and expediting supply orders
- Collect insurance information and process payments from clients

Job Responsibilities:

- Front Desk Receptionist
- Greet and welcome clients and visitors with a warm and friendly demeanor
- Answer incoming phone calls, transfer calls, and take accurate messages
- Schedule client appointments
- Verify client insurance information and collect necessary documentation
- Assist clients with completing intake forms and ensure all required paperwork is accurate and up to date
- Collaborate with clinical staff to coordinate client care and ensure smooth transitions between appointments
- Manage incoming and outgoing mail, packages, and deliveries
- Maintain and update client records and electronic databases, ensuring accuracy and confidentiality
- Assist with billing and payment processing, including collecting payments and providing receipts as required
- Provide basic administrative support such as filing, scanning, and data entry
- Attend assigned meetings
- Perform related duties as required

Qualifications:

- High School diploma or GED required
- Bilingual (Spanish) strongly preferred
- Experience as a receptionist or in a customer service role, preferably in a healthcare or behavioral health setting

Knowledge/Skills/Abilities:

- Ability to work in a team-oriented, collaborative environment.
- Basic proficiency with a variety of computer programs including basic Microsoft Office systems, EHR systems (on-site training provided), and virtual/telehealth systems.
- Excellent interpersonal skills, with the ability to communicate effectively and empathetically with diverse clients
- Strong organizational and multitasking abilities
- Knowledge of insurance verification process and billing procedure

Benefits & Compensation:

- Hourly wage: \$18/hr
- Vacation: Employees are eligible to take two weeks (80 hours) of paid vacation following the completion of their initial 90 days of employment. This entitlement remains consistent through the second year. Starting in the third year and thereafter, employees are entitled to three weeks (120 hours) of paid vacation annually.
- Sick time: Employees are entitled to accrue paid sick leave as required by Washington State under the Minimum Wage Act. This leave will accrue at one (1) hour of paid sick leave for every 40 hours worked.