



ChattanoogaAutismCenter.org
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CAC Outpatient Clinic Receptionist

The Chattanooga Autism Center is seeking an outpatient clinic receptionist to assist with daily activities. The position will be under the direct supervision of the Clinic Director. This individual is responsible for a variety of activities important in supporting individuals and their families receiving outpatient services through the clinic, using significant independent judgment in managing day-to-day scheduling, and providing various team operations support. The position requires maintaining confidentiality, and overall support in the coordination of outpatient services at the Chattanooga Autism Center.

Hours: Part-time, approximately 15 hours per week

Qualifications:

- Strong interest in working with autistic individuals and their families.
- High School diploma/GED or higher education
- Good written and verbal communication skills, organizational skills, problem solving abilities, and ability to take initiative
- Ability to multi-task and problem solve for the betterment of clients and staff.
- Prior experience as receptionist in medical or behavioral health setting preferred
- Knowledgeable with Google Drive, Adobe, Word, Excel, and computer skills.
- Medical billing experience preferred.
- Time management skills to prioritize responsibilities.

Responsibilities include:

- Retrieve client files for clinicians prior to appointments and file charts when not in use.
- Greet clients at the check-in/welcome desk. Must be able to make our clients feel comfortable and welcome.
- Collect patient balances from clients prior to appointment.
- Collect intake paperwork from new clients.
- Make a copy of insurance cards for new patients or insurance changes.
- Verify insurance and demographic information on file is still accurate and up to date.
- Schedule appointments for existing clients per clinician's request of frequency.
- Make reminder phone calls/texts to clients on the schedule.
- Fax or mail medical records and/or diagnostic reports when necessary.
- Answer clinic phone and take messages for clinicians and/or assist clients.
- Email surveys to discharged clinic clients.
- Help therapists and families identify appropriate resources and make referrals when requested.
- Monitor due dates for required documentation and remind clinicians of these responsibilities.
- Manage clinic waiting room during busy times and aid in sanitation and cleaning.
- Good attention to detail and documentation regulations. Must be able to comply with HIPAA standards and protect client confidentiality.

The Chattanooga Autism Center is an equal opportunity employer.