

## Part-Time Receptionist/Client Registration

Recovery Resource Council is 75-year-old non-profit is seeking a Receptionist/Client Registration. This position is responsible for the introduction to an exceptional experience through excellent customer service and Trauma Informed Care. Responsible for ensuring efficient and orderly registration of all clients presenting to Recovery Resource Council for services. Responsible for accurate collection of client information including payment for services.

The selected candidate should have the ability to maintain client records and communicate effectively, both orally and written. Possess high quality customer service and phone etiquette. The selected candidate should have a good understanding of working with a diverse client population. Maturity to withstand pressure that may arise in relation to the public. Be able to multi-task.

### Competencies, Knowledge, and Qualifications:

Knowledge of multi-line digital telephone equipment. Engage clients and guests to create a welcoming, positive experience. Confidentially collects client information and accurately documents into computer program.

Complies with agency policies and laws/regulations to protect client confidentiality.

Assists with clerical duties and filing. Must be available to work on Monday-Friday evenings and Saturday 8:30-3:30.

Average 20-26 hours per week, must be able to work a flexible schedule

Ensures a smooth flow of clients through the agency.

Maintain the security of the building, clients, and staff.

### SKILLS / REQUIREMENTS:

Minimum requirement- must have a GED/diploma, typing 35 wpm, bilingual is preferred, but not required. Must be proficient in Microsoft office 365 software including Excel. Must have excellent references and be able to pass background check with no felonies.

Basic Customer Service and Clerical experience. Must be able to work hybrid from home or at one of the three offices. Must have reliable transportation. Current Texas Driver's license and evidence of auto liability insurance.

APPLICATION INSTRUCTIONS To apply please complete the following two steps.

1. Email resume and application to Chief Human Resources and Facility Officer Margie Hatcher at [m.hatcher@recoverycouncil.org](mailto:m.hatcher@recoverycouncil.org)

Interested candidates may be asked to complete a Predictive Index Survey before interviewing.