

Roswell United Methodist Church - Job Description

Position: Counseling Center Office Manager

Date: May 2019

Responsible to: Associate Minister: SERVE

Non-exempt, part-time (20 hours/week), hourly position M-TH.

General Description: Serve as Office Manager for the RUMC Counseling Center located in C Building of Roswell United Methodist Church. Because of the nature of work associated with this position, all information must be handled with the highest level of confidentiality. Embrace the mission of RUMC.

Specific Job Responsibilities:

1. **General receptionist responsibilities.** Answering phone calls, scheduling appointments, greeting clients upon arrival, assisting counselors with intake paperwork, billing, or other supportive tasks as requested.
2. **Marketing.** Promote the offerings of the RUMC counseling center to area private practices and other referral sources through targeted campaigns, and drop in visits, at the direction of the Associate Minister: Serve and or the center practitioners.
3. **Website/social media.** Maintain a relevant presence on the web and through social media platforms.
4. **HIPAA.** Security officer for HIPAA documents as directed by private contractors. At their direction, assist personnel in meeting HIPAA document security and confidentiality requirements.
5. **Insurance.** Assist professionals in submitting insurance documents for reimbursement. Submit claims, confirm eligibility and benefits, resolve disputes with insurance companies, and properly maintain financial files for each client as directed by the independent contractor.
6. **Office Management.** Ensure well-maintained records and professional efficiency related to filing, billing, budgeting, and the procurement of supplies. Travel related to purchase of supplies or for marketing and networking may be expected from time to time.
7. **Admin Support.** Interact with/provide administrative support to Counseling Center professionals, Counseling Center Council, Support Groups, Counseling Center educational programs/groups, and SERVE team at the direction of the Associate Minister: SERVE. Develop new strategies to help streamline the administrative needs of multiple therapists.
8. **Facility.** Ensure the facility is maintained to ensure a clean and pleasant environment that promotes healing and comfort for our clients.
9. Touch base weekly with the Associate Minister: SERVE to insure objectives are being met.
10. Attend Serve Team and or full staff meetings as requested.

This is not necessarily an exhaustive list of all duties, performance standards or requirements, efforts, skills, or working conditions associated with this job. It is, however, intended to be an accurate reflection of the current job responsibilities. Please specify job and email your resume to hr@rumc.com.

