



## Job Title: Client Care Representative & Intake Specialist

**Weekly Hours:** Full Time, 40 hrs/wk

**Supervised by:** Director, Practice Operations

**Posting:** External

**Position Overview:** Responsible for welcoming Vive clients and checking patients in/out and receiving incoming phone calls. Representing the Vive mission by showing over-the-top customer service to every individual that comes to the practice. Clearly communicating with surrounding team members to make each visit enjoyable, and making our families feel heard and connected. High accountability with other team members for taking responsibility of the patients entire in-office experience. Supervised by Director, Practice Operations. Takes ownership for clinical and assessment intakes and guiding the experience for new clients, ensuring that it is a smooth and welcoming process.

**Responsibilities:**

<p>1. Greeting clients with over the top customer service and hosting the families experience by assisting them in the check in/out process and owning the waiting room atmosphere. Also answers incoming phone calls and guides clients through their overall experience. Inviting, connecting, and partnering with our patients and families to help provide extraordinary patient care. Responsibilities including but not limited to refreshing waiting area multiple times throughout the day, ensuring collection of forms and new client paperwork, owning flow of the appointments, assisting Providers as needed with handling paperwork, scheduling future appointments, and collecting payment.</p>	<p>40%</p>
<p>2. Receiving and processing New Client Intakes for assessment and clinical clients. Ensuring that every new client or prospective client has a smooth and welcoming experience. Gives relevant and knowledgeable information about the practice and becoming a client. Assists with new client initiatives for marketing and recruiting purposes.</p>	<p>40%</p>
<p>3. Completing daily administrative tasks including but not limited to reviewing provider schedules, prepping charts for upcoming appointments, and cleaning and organizing the back office and file room. Assisting Providers as needed and owning the cancellation list for assigned providers and reaching out to clients to schedule. Assists with special projects and tasks as needed for the overall success of the practice.</p>	<p>15%</p>
<p>4. Attending team meetings and trainings throughout the year, including quarterly team development.</p>	<p>5%</p>



**Required Education & Certifications:**

- Customer service experience preferred.
- Minimum education requirement: High School Diploma or GED.
- Comfortable with computer skills and typing.
- Strong relational and “WOO” traits
- Communicates effectively with teammates
- Ability to remain calm under pressure and prioritize tasks
- Willing to be on your feet for 50% of your working hours

**Work environment and Physical Demands:** Requires sitting, standing, and walking associated with a normal physician office environment. Person may be exposed to fumes, airborne particles, infectious diseases, blood/bodily fluids, and disease-bearing specimens.