



## **Bilingual Front Desk Coordinator**

At Children's Health Council (CHC), we've been helping children and families for 60 years. Our Center, two schools and a Community Clinic, serve families in the Silicon Valley as well as the greater San Francisco Bay Area. Our areas of expertise include learning differences, anxiety and depression, ADHD and Autism. We also provide excellent parent education services and parent consultations.

At CHC, we uncover a world of promise and potential in every child. Using a personalized approach, we help your children become happier, more resilient and more successful. Our employees are encouraged to bring their ideas, experiences and perspectives, gleaned from their varied backgrounds, to the workplace. We strive to create an environment in which all employees can contribute to their fullest potential to make an impact in the lives of the children we help.

### **Job Summary**

The Bilingual Frontdesk Coordinator provides administrative and organizational support for all departments across the Children's Health Council. As the initial CHC face most of our worried families see, a strong customer service presence with warmth and sensitivity is a must.

Reporting to the Administrative Supervisor, this position is responsible for front desk operation, providing initial client check in and direction, clerical work as assigned and assisting with a wide variety of designated clinical tasks. A fast paced environment, with a need to be calm under pressure, is critical. Essential to this role is assuring client confidentiality in compliance of and in accordance with the Health Insurance Portability and Accountability Act (HIPAA).

### **Essential Duties and Responsibilities**

#### Frontdesk

- Warmly greet every person who walks into CHC.
- Check in and help our families with registration, including reviewing paperwork for completeness.
- Receive and route telephone calls.
- Coordinate all online room scheduling.
- Maintain a current phone list.
- Provide clerical support to clinicians as assigned by Administrative Supervisor, including calling families and sending letters to remind them of appointments.
- Process copy requests.
- Help with scoring various clinical instruments.
- Oversee administration of satisfaction surveys.
- Fax documents/receive and route incoming faxes.
- Special projects as assigned by Administrative Supervisor or Clinical Directors.
- Distribute mail.
- Sign in attendees for Parent Education classes. This will require working until 7:30pm on each Wednesday there is a Parent Education class.
- Security: If needed, notify police via a "panic button" if their presence is required.



### Community Relations

- Interact professionally with a wide variety of constituents, including our families, CHC staff, volunteers, Board members and vendors.

### Additional Administrative Responsibilities

- Order office supplies and maintain supply room/storage areas.
- Perform other related duties as required and assigned.

### **Accountability**

On time arrival. Perform tasks under minimal supervision, show initiative, ensure good relationship with variety of people (some of whom are under significant stress), demonstrate good judgment and discretion, multi-task accurately and attend to detail. Success will be measured by client and staff feedback and an ability to handle and successfully complete assigned tasks. Particular attention will be paid to the employee's ability to provide excellent customer service.

### **Qualifications**

Prior experience with client check in, general reception duties, and customer service is required. This person understands there are a wide variety of responsibilities, so an ability to prioritize is important.

### **Knowledge/Ability/Skills**

- Bilingual – Fluent in English/Spanish.
- Computer-literate, highly capable with MS Word, Excel and Outlook required.
- Detail oriented.
- Excellent keyboard skills.
- Strong organizational skills and an ability to handle multiple tasks, particularly in coordinating an array of assignments and meeting deadlines.
- Excellent communication and client/public interface skills.
- Professional demeanor, especially when under stress.
- Commitment to providing caring, excellent customer service to our families, staff and visitors.
- Ability to work in a team-oriented environment.
- Previous experience as a receptionist or office manager.
- Ability to identify conflicting priorities and engage managers in resolving them.
- Team player with a positive attitude.

### **Education/Training**

Minimum educational requirement is a high school diploma; college work desirable.

### **Physical Requirements**

An employee in this position may be required to occasionally lift, move and/or set-up stacks of documents. Employee will also be required to work for extended periods of time at a computer.

### **Special Job Requirements**

Reliability and punctuality are essential in this to assure clients are greeted and routed appropriately. This is a strong customer-oriented service position, with need for a calm presence, discretion with confidential information and initiative. We want to make sure every person receives consistently excellent customer experience.



**Community Clinic**  
at Children's Health Council

### **Contact with Others**

Reliability and punctuality are essential in this to assure clients are greeted and routed appropriately. This is a strong customer-oriented service position, with need for a calm presence, discretion with confidential information and initiative. We want to make sure every person receives consistently excellent customer experience.

**If you are interested or know of someone who might be, we would love to hear from you. To apply, please email your cover letter and resume/CV to [jobs@chconline.org](mailto:jobs@chconline.org) in Microsoft Word or PDF format with "Bilingual Frontdesk Coordinator" in the subject line.**

Children's Health Council (CHC) supports workforce diversity. We are an Equal Opportunity Employer and believe in treating each employee and applicant for employment fairly and with dignity. We will provide employment opportunities without regard to race, religion, color, creed, national origin, gender, orientation, age, disability, medical condition, marital status, veterans' status or any other classification protected by employment discrimination laws. When necessary, CHC also makes reasonable accommodations for employees with disabilities in accordance with individual needs, business realities and applicable laws.