*Helping others help themselves.*

**Bilingual Intake and Billing Specialist**

POSITION SUMMARY: Responsible for the provision of quality customer service, comprehensive administrative support, and client assessment services. Primarily responsible for assisting with appointment services and conducting client assessments. Responsible for answering phone calls from prospective clients, assessing and scheduling clients for various services offered within the organization. Client assessment also includes assessing financial eligibility for the purpose of setting a fee for services based on the individual program’s service fee schedule and establishing eligibility for specifically funded services. Responsible for checking main line voice mail and returning calls. Secondary assignments include collecting payments and developing daily bank deposits.

The position requires excellent customer service skills, good documentation and organizational skills, flexibility, and adaptability to work in a multi-task environment. Position requires the ability to be compassionate and calm under pressure, resourceful and proactive when issues arise. Must be able to work effectively with the Intake and Billing Team. Must have a thorough and comprehensive knowledge of all program services and be familiar with community resources. Must maintain professionalism and confidentiality consistent with agency expectations and must maintain knowledge about and adhere to agency policies and procedures. Attendance is critical for client contact coverage.

EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS: High School Diploma/GED

EXPERIENCE REQUIRED: Minimum three years’ experience scheduling appointments, conducting intake assessments, providing customer service, and verifying insurance benefits. MS Office and Outlook computer skills required. Spanish fluency required. Non-Profit and/or social service experience preferred.

This is a salaried, exempt position with a range of 43,000 - $48,000. Benefits include full medical, dental, and vision benefits, paid time off, short-term, and long-term disability and 403b retirement plan.

To Apply: Please send resume to hr@familyhouston.org.