



A CENTER FOR GRIEVING CHILDREN, TEENS, AND ADULTS

Clinical Receptionist – Cleveland

Position Title: Clinical Receptionist – Entry Level
Position Status: Full-Time (40 hours per week)
Work Schedule: 7:45a – 4:15pm Monday through Friday
Reports To: Client Services Coordinator

BE A BEACON OF HOPE!

We Offer:

- A nurturing workplace that embraces your Christian faith, offering the opportunity for you to counsel individuals navigating grief and support them in their journey.
- A generous 15 paid holidays, together with paid time off (PTO), benefits, and flex time.

Qualifications:

- Associate's Degree preferred
- Highly organized
- Demonstrated computer, software, and database skills
- Knowledge and application of administrative and clerical procedures
- Knowledge and application of customer service principles and practices
- Willingness to help clients and co-workers all day, every day displaying compassion, kindness, and friendliness

Overview:

Cornerstone of Hope is seeking a Clinical Receptionist to handle reception and administration duties, including greeting clients/visitors, answering phones, and handling company inquiries. Must be flexible and able to adjust work to accommodate expected and unexpected changes.

Primary Responsibilities:

- Greets and completes established check-in procedures for arriving clients.
- Maintains good customer relations by keeping abreast of all in-house and area functions in order to respond appropriately/accurately to questions and concerns.
- Regularly calculates and/or posts monies, receipts, client accounts and other forms of credit using accurate, proper cash handling methods. Controls cash transactions at the front desk.
- Prepares correspondence and documents as requested.
- Receives and distributes mail and deliveries.
- Maintains reception area including resources and information relevant for clients/visitors.
- Assists in various fundraising events and annual programs as needed.



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- Attends regularly scheduled staff and clinical meetings.
- Trains staff/volunteers in front desk processes for the purpose of backup.
- Manages monthly office supply orders.
- Maintains master calendar and updates phone extension lists.
- Interfaces with volunteers.
- Maintains RSVP lists (events/CEU's).
- Manages Hope emails/faxes, and copier needs.
- Assists with set up of voice mail for new hires/interns.
- Adheres to confidentiality law (HIPPA) and procedures at all times.
- Performs other duties as assigned, requested or deemed necessary by management.

To be considered candidates must:

- Submit a resume.
- Submit a cover letter.

Cover letter should focus on helping us learn about you, and how you demonstrate Cornerstone of Hope's core values of faith, compassion, commitment, and passion.

This job description demonstrates the general nature and type of work performed by an employee in this position. It is not designed to include or be interpreted as an exhaustive list of all duties, responsibilities, or qualifications required of employees assigned to this job.

Cornerstone of Hope is Ohio's leading provider of bereavement services and seeks candidates who feel called to work in a Christian, non-profit program that serves children, adolescents, and adults who seek grief support after the death of a loved one. Our vision is to create a world where no grieving person journeys alone! Cornerstone of Hope is based on the core values of Faith, Compassion, Commitment, and Passion.

Cornerstone of Hope is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment and will not be discriminated against based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability, age, pregnancy, genetic information, creed, citizenship status, marital status or any other consideration prohibited by law.