



Southern Arizona's Premier Social Service Agency

Old Pueblo Community Services is an EOE/M/F/VET/DISABILITY Employer

Behavioral Health Outpatient Receptionist

Bilingual: English and Spanish

The Receptionist is tasked with delivering outstanding service to all visitors by greeting, welcoming, and guiding them appropriately. This role ensures that every guest receives prompt attention and notifies relevant staff members upon their arrival. Responsibilities also include operating the telecommunications system, responding to or directing visitor questions, and supporting a variety of administrative tasks. Furthermore, the Receptionist coordinates clinical appointment scheduling at the clinic, completing behavioral health forms, and conducting brief client eligibility screenings.

Employee Benefits

Competitive Salary, Employer Subsidized Health Insurance for Employee **and Family**, Employer Matching 401 (k) plan (after 1 year), Employer Subsidized Dental Plan and Vision Plan, Paid Life Insurance, Employer Paid Training, 136 Hours Paid Time Off (PTO) Per Year.

Duties and Responsibilities:

1. Welcome all applicants, clients, community partners, and guests, making sure each individual signs the visitor logbook.
2. Complete brief client eligibility screening by phone or in-person.
3. Operates a multi-line phone system, answering calls, and transferring them as needed.
4. Initiate emergency response systems when needed.
5. Provide information about agency programs, application processes, and local resources.
6. Arrange client appointments using the electronic medical record system.
7. Distribute incoming mail and faxes to the correct staff or departments.
8. Assemble materials for staff to assist in agency operations.
9. Maintain up-to-date required postings on site.
10. Keep licensure documents on site according to state and federal guidelines.
11. Process service requests by connecting individuals or agencies with OPCS to outreach personnel or program managers.
12. Follow HIPAA regulations and maintain client confidentiality at all times.
13. Participate in staff meetings as required by the organization.
14. Support staff with administrative tasks, filing, and other assignments as needed.
15. Conduct emergency drills for main office staff.
16. Receive, document, and forward complaints and grievances.
17. Assist with receiving and processing in-kind donations and notify appropriate staff for pickup and distribution.
18. Clerical and administrative duties to ensure smooth organizational operations.
19. Other duties as assigned.

Qualifications:

1. Proficient in both English and Spanish.
2. High school diploma plus two years of related experience in front desk reception.
3. Exceptional communication skills—both verbal and written—as well as organizational and interpersonal abilities.
4. Reliable professional who demonstrates integrity, warmth, and compassion.
5. Skilled at managing sensitive information with care.
6. Outstanding time management skills and multitasking ability.
7. Must be able to obtain CPR/First Aid certification.
8. Proficiency in Microsoft Office applications (Word, Outlook, Excel, PowerPoint, 365, SharePoint).
9. Technically adept with office equipment.

Job Status

Full-Time

EPTIONIST

Pay Comments

Salary based on experience.

In accordance with pay transparency, the salary reflected in this posting is the full salary range for this position. Individual placement within the range is based on the candidate's current experience, education, skills, and abilities related to the position. Salary placement is typically between the minimum and mid-point of the salary range.

We are willing to train those who are passionate about helping people and willing to go the extra mile to help the client.

Old Pueblo Community Services
2323 S. Park Ave
Tucson, AZ 85713



Employment References and background check is conducted pre-employment.

Preferred Qualifications

1. Experience navigating and using electronic medical record systems.
2. Experience as a Behavioral Health Outpatient Receptionist.