

Title: Admissions Coordinator

Purpose: Admissions Coordinator is responsible for screening individuals for appropriateness and eligibility for treatment, facilitating and coordinating admission to the appropriate level of care. Admissions Coordinator is responsible for outreach and assists the Admissions Director with business development.. Providing high quality customer service, Admissions Coordinator welcomes clients to MUSE Treatment and accurately enters information into various electronic systems to complete the admissions process.

Reports To: Director of Admission and Marketing

Direct Reports: N/A

Job Duties and Responsibilities:

- Responsible for the entire admissions process including initial phone call, follow up calls, intake and maintaining relationships with clients until treatment is completed
- Schedules applicable private pay and insurance admissions calls.
- Provides quality customer service to all (includes clients, referral sources, client family members, third-party payers, and MUSE Treatment) in person, via phone and email.
- Quickly, proactively and effectively communicates with Admissions team and program staff to stay on top of Admission process via email and phone.
- Documents all call tracking accurately and with detail..
- Troubleshoots barriers and any problems throughout the day and communicated with Director of Admissions and Marketing to identify solutions.
- Is responsible for identifying referents with potential for multiple referrals.
- Utilizes referral database to make appropriate referrals to callers.
- Maintains awareness of wait list/bed management via the daily census.
- Works with families of private pay clients on extension of stay when necessary.
- Utilizes Resident Advisors for with admissions processes when necessary.
- Oversees monthly follow-up calls with alumni.
- Performs other related duties and responsibilities as required and assigned by Director of Admissions and Marketing.

Minimum Requirements:

- **Qualifications:**
 - Must be detail oriented with good oral and written communication skills.
 - A valid driver's license and a clean driving record.
 - Ability to multi-task & prioritize.
 - Excellent customer service & phone etiquette.
 - RADT Certified
- **Knowledge:**
 - Bachelor's degree in Social Work or Psychology preferred.
 - Knowledge of the recovery field and 12 steps programs required.
 - Minimum one year of marketing/sales or management experience.
- **Experience:**
 - One year of mental health or treatment and recovery experience or knowledge preferred.
- **Skills:**
 - Proficient in Microsoft Office including Word and Excel & Internet.
 - Communicates orally with management, co-workers and the public in face-to face, one-to-one, and group settings.

- Uses a telephone regularly for communication.
- Uses office equipment such as computer terminals, copiers, and Fax machines.

Name: _____

Date: _____

Signature: _____