



JOB DESCRIPTION

JOB TITLE: Scheduler

REPORTING TO: Director of Counseling

JOB PURPOSE: The Scheduler will report directly to the Director of Counseling and be primarily responsible for scheduling appointments at Hope Road Counseling and promoting a hospitable environment as the first point-of-contact for those seeking counseling. Additionally, this position will assist in the collection and billing of client accounts.

JOB DETAILS:

FLSA STATUS: Non-Exempt / Part-Time / Hourly (Pay Class: 20-25 hrs)

STAFF CLASS: Support

EDUCATION AND EXPERIENCE: Associate Degree in Business or High School Diploma with 5 years of office skills with 2 years' experience with medical office scheduling/billing, preferred

SUPERVISOR

RESPONSIBILITIES: None

OFFICE HOURS: Monday-Friday, up to 25 hours/week

CHURCH

MEMBERSHIP: Preferred

LAST REVISED: June 2026

PRINCIPAL RESPONSIBILITIES

SCHEDULING

- Answer phones
- Process intake of new clients
- Schedule appointments for new and established clients
- Maintain appropriate documentation per client for HIPAA compliance
- Ensure hospitable environments for clients by maintaining lobby and conference room supplies
- Assist counselors with administrative duties
- Assist with Hope Road community events, promotional events, and fundraising events.

CLIENT ACCOUNTS:

- Process client payments
- Process 3rd party payments
- Maintain weekly statistics report

COMPETENCIES

- Relationally warm, team-oriented and patient with others
- Possess good people skills and the ability to maintain confidentiality
- Display the ability to navigate difficult conversations and to diffuse situations as they arise
- Demonstrate a willingness to take initiative and identify needs as they arise
- Understand and Maintain HIPAA compliance regulations for privacy practices.

JOB SPECIFICATIONS

PERSONAL CONDUCT POLICY

- In agreement with the Church's Statement of Faith.
- Demonstrates a character and behavior that are above reproach.
- Agrees to the standards of behavior outlined in the MBC Personal Conduct Policy and all other provisions of the MBC Employee Handbook.
- Consistently demonstrate a vibrant, growing and developing relationship with Jesus Christ.
- A strong Christ-follower who can identify closely with the mission, values, vision and priorities of Mobberly Baptist Church.
- A commitment to healthy personal rhythms of work and rest, spirituality, and physical, emotional, relational, and financial health.

JOB KNOWLEDGE & SKILLS

- Working knowledge of Outlook, MS Office and EHR Software.
- Project management skills, including prioritizing, multi-tasking, organizing, delegating, implementing new procedures, presentation preparation, multimedia usage, event planning.
- Office administrative equipment skills, including calculator, phone, copier, printer, scanner, fax machine

ENVIRONMENTAL & PHYSICAL DEMANDS

- Able to stand 2-3 hours per day
- Frequent: standing, bending, twisting, stooping, squatting, kneeling, climbing ladders, climbing stairs, walking on uneven ground
- Lifting 5-25 pounds
- Noise level – quiet to moderate noise

TRAVEL

- Possible travel to church campus
- Possible travel to education conferences

To apply, please send a resume and cover letter by email to Treva.barham@hoperoadcounseling.org.