



Job Title: Receptionist

Location: In-Person | Suwanee Office

Organization: RGW Institute

Position Type: Full-Time (W-2)

About RGW Institute:

RGW Institute is a trauma-informed, relationship-centered mental health and wellness practice serving individuals, families, and communities across Georgia. We're committed to creating a supportive and welcoming experience for every client—starting from the very first interaction.

We are seeking a **Receptionist** to be the front-line support for our Suwanee office. This role is ideal for someone who is warm, organized, tech-savvy, and passionate about mental health and wellness.

Position Summary:

As the Receptionist, you will play a vital role in the client experience by providing administrative and scheduling support to clinicians, coordinating appointments, managing phone and email inquiries, and ensuring smooth front office operations. You will work closely with our intake and operations teams to support the overall flow of the practice.

Key Responsibilities:

- Greet clients and guests with professionalism and warmth
- Answer phones and respond to email inquiries
- Schedule new and existing client appointments using our EHR (Sessions Health)
- Maintain accurate client information and intake records
- Verify insurance benefits and assist with paperwork preparation
- Support daily office functions and clinician coordination
- Maintain confidentiality and uphold HIPAA guidelines

Required Qualifications:

- High school diploma or equivalent; associate degree preferred
- 1+ years of experience in a receptionist or administrative role
- Strong organizational and time management skills
- Excellent verbal and written communication
- Comfort with technology, scheduling software, and EHR systems
- Friendly, professional, and client-focused demeanor

Preferred Qualifications:

- Experience in a healthcare, behavioral health, or mental health setting
- Familiarity with Sessions Health EHR or similar platforms
- Bilingual (English/Spanish) is a plus

Compensation & Schedule:

- Competitive hourly rate based on experience
- Opportunities for professional development
- Flexible weekday schedule (afternoon/evening availability preferred)

