



*Asian Pacific Counseling & Treatment Centers*

## **Job Announcement**

### ***Business Office Associate Bilingual Chinese (Mandarin)***

**APCTC** is a private, non-profit, community based mental health clinic with over 35 years of service to the Asian Pacific Islander community in Los Angeles County. Asian Pacific Counseling & Treatment Centers is a division of Special Service for Groups (SSG) and was the very first mental health center in LA County specifically developed to meet the unique needs of rapidly growing numbers of API immigrants and refugees who were in need of a wide range of mental health services. With seven locations throughout LA County and a satellite location in Riverside County, APCTC provides mental health services to individuals of all ages with diverse ethnic, gender and racial backgrounds, struggling with mental illness and behavioral health challenges. While our centers specialize in serving the monolingual Asian Pacific community, we provide services to the entire community and offer services in English and Spanish as well.

**APCTC** is recruiting a **bilingual Chinese (Mandarin) Business Office Associate** at our **West Covina center**. The Receptionist will be working with the support team to provide clerical assistance to all staffs and manage the day-to-day operations of the front office.

**Responsibilities:** Under the guidance of the Site Program Manager and Manager of Administration, the Receptionist will screen phone calls, obtain necessary information from callers in order to transfer calls to appropriate staffs. The Receptionist will greet clients courteously and promptly and notify clinical staff. The candidate will be assigned clerical duties such as copying, typing mailing, processing documents and maintaining office supplies. The candidate will maintain waiting and common areas in an orderly and professional appearance. The Receptionist will interview clients to conduct financial screening and to verify their health benefit eligibility. The Receptionist will assist Program Coordinator and Program Manager with administrative billing and communication with agency partners. In addition, the candidate will assist personnel by preparing refreshments and conference rooms during meetings or trainings.

**Requirements:** The candidate must have a High School diploma or Certificate from an accredited school or an educational institute. We are seeking a candidate who is fluent in Mandarin. The candidate must possess sensitivity toward working with people with disabilities and have the ability to work with multi-ethnic populations. The candidate must have a valid California driver's license, reliable transportation, ability to use the computer; Must have knowledge of Microsoft word, excel. Knowledge of LAC-DMH or Health Care clinic systems is a plus.

**Pay & Benefits:** DOE. Competitive wages and opportunities for growth, Mileage reimbursement, Employer subsidized medical, dental, vision insurance, Long-term disability insurance and Basic life/ AD&D coverage up to \$50K per plan tax free, Employer contribution of up to 7.5% of salary to the Mutual of America 403(b) Thrift Plan, Employee contribution of pre-tax earnings to the Mutual of America 403(b) Thrift Plan, Paid sick, vacation and 11 paid holidays, Flex spending accounts for medical and daycare expenses, Employee assistance program.

**Email Resume to [employment@apctc.org](mailto:employment@apctc.org)**

**Special Service for Groups is an Equal Opportunity/Affirmative Action Employer**

