



has an opportunity for a

Billing & Clinic Administrative Assistant
Corporate Office (Laguna Hills) & South Clinic (Mission Viejo)
(Full-Time)

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

Job Summary:

The Billing & Clinic Administrative Assistant is a unique, full-time position that provides support across two areas of the Agency: the Billing Department at our Corporate Office in Laguna Hills and administrative operations at our South Clinic in Mission Viejo.

This position is designed to provide consistent administrative coverage where it is most needed while also supporting the Agency's day-to-day billing operations. The employee will be trained in both functions and should be comfortable working at **both locations** and transitioning between Billing and clinic administrative responsibilities based on operational and staffing needs.

Administrative coverage at the South Clinic is a priority responsibility of this position. When South Clinic coverage is needed, the employee will provide onsite administrative and reception support in Mission Viejo. At other times, the employee will work with the Billing Department at the Corporate Office in Laguna Hills.

Responsibilities:

South Clinic Administrative Support

- Provide onsite administrative and reception coverage for the South Clinic as assigned.
- Greet and assist clients and respond to general inquiries in a professional and welcoming manner.
- Screen, sort, and direct incoming calls, correspondence, and interoffice materials.
- Support clinicians with clinical records, encounter documents, and general administrative needs.
- Enter client and service information accurately and timely into applicable systems, including EXYM and County IRIS.
- Assist with client scheduling, admissions, discharges, paperwork, and other clinic administrative processes as assigned.
- Process, organize, scan, and maintain Agency and client files in accordance with established procedures.

- Follow Agency procedures for handling emergencies and clinic-related operational needs.
- Assist with Spanish interpretation for client appointments when appropriate and requested.
- Additional tasks as assigned by Office Manager.

Billing Department Support

- Provide data entry and general administrative support to the Billing Department.
- Support the processing of clinical records and encounter documentation used for billing.
- Enter information into designated Agency and County systems, including EXYM and IRIS, accurately and timely.
- Assist with routine billing records, data review, file maintenance, and database updates.
- Identify errors or discrepancies and communicate items requiring additional review to Billing staff or leadership.
- Maintain accurate documentation of assigned billing activities.
- Assist with general office duties and other Billing Department projects as assigned.

Across Both Assignments

- Maintain confidentiality of protected health information and comply with HIPAA, Agency, and County requirements.
- Provide excellent customer service to clients, clinical staff, Billing staff, and other internal and external stakeholders.
- Effectively manage workload, priorities, and deadlines.
- Demonstrate strong attention to detail and proactively communicate barriers or concerns.
- Be dependable, adaptable, and able to transition between assignments based on Agency operational needs.

Minimum Qualifications

- High school diploma or GED required; two years of related experience or an equivalent combination of education and experience.
- Previous experience in administrative support, customer service, reception, billing support, or data entry.
- **Bilingual in English and Spanish required.**
- Proficiency in Microsoft Office Suite, including Outlook, Word, Excel, and Teams.
- Strong data-entry skills with a high level of accuracy and attention to detail.
- Strong organizational skills and ability to manage multiple priorities.
- Excellent interpersonal, written, and verbal communication skills.
- Dependable and able to follow through in a fast-paced environment.
- Demonstrated sensitivity to diverse socioeconomic and multicultural backgrounds.
- Experience with healthcare, behavioral health, Medi-Cal, EXYM, or IRIS preferred.
- Ability and willingness to work onsite at **both the Mission Viejo South Clinic and Laguna Hills Corporate Office** based on Agency operational needs.

Work Location & Schedule

This is a full-time, onsite position supporting two WYS locations:

- **South Clinic – Mission Viejo** (26137 La Paz Road, Suite 230, Mission Viejo, CA 92691)
- **Corporate Office/Billing – Laguna Hills** (23461 South Pointe Drive, Suite 220, Laguna Hills, CA 92653)

The employee's work location and departmental assignment may vary based on clinic coverage and Agency operational needs. **South Clinic administrative coverage will take priority when coverage is required.** The employee must have reliable transportation and be able to report to either location as scheduled or directed.

Salary: Hourly pay rate starting from \$20.25. The actual hourly rate may vary based on experience, internal equity, market, and Agency considerations

Benefits

Comprehensive employee benefits package includes:

- Medical, Dental, and Vision
- Life Insurance and Long-Term Disability
- 403(b) Retirement Incentive & Savings Plan

Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.

Western Youth Services (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.