

Administrative Assistant

Reports To

CEO, COO, Office Manager, and Immediate Supervisor

Job Overview

- Answer incoming phone calls and respond to and direct calls properly
- Complete miscellaneous clerical work as directed; this includes copying, filing, faxing, scanning, entering data, and assisting with mass mailings
- Check and distribute mail; send outgoing mail
- Manage office supplies and equipment
- Assist with records management and retention
- HIPPA and Hi Tech Compliance

Responsibilities and Duties

- Answer incoming calls and make outbound calls to clients
- Check in clients for appointments, and schedule follow-up appointments
- Verify insurance coverage and conduct account research
- Provide administrative and clerical support to clinical staff
- Maintain electronic health records for clients of the program
- Collect payments and address any past due balances, as applicable
- Data entry and reconciliation research
- Process daily payments and manage daily deposits
- Maintain schedule for a variety of reports
- Work collaboratively with other programs, area law enforcement and mental health facilities to ensure quality patient care and treatment
- Sorting and sending mail and emails to staff
- Answering and routing phone calls
- Greeting visitors
- Assist with expense reports, processing payments, billing
- Get information for Payroll for staff, submitting budget forms and sending payroll to accountant/or inputting for in house system

Customer Relations:

- Interact appropriately with other Mental Health Staff, client participants, and other parties
- Process needs for patients/clients
- Respond appropriately to office walk-ins

Meeting and event responsibilities:

- Assist with scheduling meetings
- Prepare for meetings, workshops, and seminars
- Assist staff in seminar planning and execution as directed

Other Job Responsibilities:

- Assist with human resources and information technology activities as assigned
- Assist other staffs in any and all special clients need related to the organization
 - Other duties as assigned

Qualifications

- Previous Mental Health Office/Medical Office experience min. 1 year
 - Professional and organized
 - Proficient with computers and Microsoft Office software
 - Strong communication skills with the ability to interact well with all types of people
- Flexible and willing to handle varied tasks with changing priorities

Job Types: Full-time, Part-time

Pay: \$13.00 per hour

Schedule:

- 8 Hour Shift; flexible
- Monday to Friday; flexible
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Experience:

- Mental Health Office: 1 year (Preferred)
- office assistant: 1 year (Preferred)
- receptionist: 1 year (Preferred)

Education:

- High school or equivalent (Preferred)

Company Culture:

- Detail-oriented -- quality and precision-focused
- Innovative -- innovative and risk-taking
- Aggressive -- competitive and growth-oriented
- Outcome-oriented -- results-focused with strong performance culture
- Stable -- traditional, stable, strong processes
- People-oriented -- supportive and fairness-focused
- Team-oriented -- cooperative and collaborative

Language:

- English
- Spanish

Work Location:

One location