

ADMINISTRATIVE ASSISTANT

Reports to: Human Resources Manager

Job # AS-11

Revised: 09/2021

Position Summary: The Administrative Assistant is responsible to assist with the overall functioning of the front office. Responsible for providing a welcoming atmosphere for our clients and other visitors to the agency. Official duties expand across the billing, intake and records departments and include direct administrative work for the Executive Director.

Duties and Responsibilities:

1. Warmly and politely answer and direct calls at the main switchboard.
2. Greet and register visitors and clients. Notify necessary staff.
3. Assist Executive Director with assigned typing/paperwork and manage various projects.
4. Send out reminder notices for internal meetings held by the Executive Director.
5. Verify insurance eligibility for Outpatient Shepherd Services.
6. Help translations as needed.
7. Take minutes for various committee meetings and as need by the Executive Director.
8. Maintain committee minutes, policies and procedure files, quarterly reports and program evaluations as required by Executive Director or Director of Operations.
9. Best notes
10. Schedule and prepare paperwork for outpatient services, and confirming client appointments as requested.
11. Cancel appointments for Clinicians who are out sick.
12. Data entry for CBCL's.
13. Assist with updating clinical and agency calendars.
14. Participate in supervision with supervisor.
15. Prepares audit summaries.
16. Write up and maintain utilization reviews.
17. Complete all Standards of Excellence trainings.
18. Perform other tasks as assigned.

Qualifications: High School Diploma, preferably with administrative skills and two years experience in office environment. In addition, one year experience with third party billing and/or medical terminology. Knowledge of QuickBooks and Excel is required along with strong computer literacy skills.