

JOB DESCRIPTION

Office Assistant I – 27 hours per week

JOB SUMMARY

Answer the telephone and schedule appointments.
Assist clients with information, appointments, and collection of fees.
Assist therapists as needed.
Enter statistical data in excel.
Participate in Quality Improvement Team.
Assist Director of Operations and Administrative Office Manager on special projects.

SPECIFIC DUTIES AND RESPONSIBILITIES

The Office Assistant I is responsible for performing duties within the guidelines of the Operating Policies and Procedures of Family Counseling Service. The Office Assistant I performs a variety of duties in the process of assisting the therapists and clients at Family Counseling Service. The Office Assistant I works under the supervision of the Administrative Office Manager and reports directly to the Director of Operations.

1. Office Assistance

Answer the telephone, transfer calls, take messages, and schedule appointments.
Attend staff meetings and take notes as directed by the Administrative Office Manager.
Report any maintenance issues to management in absence of Administrative Office Manager.
Assist billing specialist as needed with entering client billing information correctly into the practice management software.
Provide assistance to Director of Operations and Administrative Office Manager on special projects as requested.

2. Client Assistance

Provide coverage at front desk.
Sign in clients at window and schedule appointments.
Provide information as needed and awareness of special needs population.

3. Therapist Assistance

Take messages.
Maintain appointment schedules for all therapists in practice management software.
Confirm appointments.

4. Accounts Receivable

Collect fees from clients and write receipts for all cash and check transactions.
Record payments from clients to client ledgers in practice management software.
Record payments received in the mail or by direct deposit to client accounts.
Post charges for sex offenders and verify account balances.
Post charges and payments for satellite offices.

5. Quality Improvement Process

Participate in quarterly Administrative QI process.

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6. Statistics & Record Keeping

Assist with recording of statistics for QI and other reporting.
File closed cases in inactive files.
Pull files for re-opens in a timely manner.
Copy all forms, intake packets, business cards, etc. and file insurance EOB's.
Other record keeping duties as needed.

QUALIFICATIONS

High School Diploma
Computer literate in Word and Excel
Outstanding customer service skills
A sensitivity to and ability to respond appropriately to cultural differences of consumers.
Ability to be a team player and work for the good of the agency
Understanding of the mission and orientation of the agency
Ability to establish a respectful relationship with persons
Bilingual a plus

I have read and understand the requirements for my employment.

Employee Signature

Date