

POSITION DESCRIPTION

POSITION TITLE:

Secretary/Receptionist

CLASSIFICATION TITLE:

Administrative Support Services Provider 2

POSITION LOCATION:

All Outpatient Mental Health Center Sites

POSITION UNDER THE SUPERVISION OF:

Office Manager

POSITION SUMMARY:

The incumbents of these positions provide clerical/secretarial support within the Mental Health Outpatient Center sites through performing a variety of tasks including, but not limited to: front desk and telephone reception; fee collection and posting; preparation of typed materials; electronic client file maintenance; transcription of doctor notes; and appointment scheduling.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Receives and routes incoming telephone calls, transferring to voice mail, taking message when necessary and providing general information.
2. Schedules clients for appointments in the computer using MedManager.
3. Enters client data into computer
4. Greet and registers clients and visitors. Updates client information as needed.
5. Accepts payments from clients, writes receipts, posts charges, payment, and adjustments using MedManager.
6. Completes daily MedManager reports.
7. Prepares daily schedules and tickets from MedManager system for clinicians.
8. Prepares in final form various letters, memoranda, reports, and summaries from rough draft.
9. Transcribes physician dictation primarily using the Electronic Medical Records System (EMR).
10. Scans client information and maintains client records using the EMR system.

11. Conducts financial interviews to determine client fees; verifies insurance coverage and obtains insurance authorizations; and obtains other financial information as defined by the Reimbursement Specialist.
12. Prepares bank deposits.
13. Uses a variety of office equipment such as ESI telephone system, computers, scanners, printers, photocopiers, fax machines, and adding machines.
14. Performs other duties as assigned by the supervisor which are consistent with the position and in compliance within the agency policies and procedures.

ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge:

General knowledge of office procedures; of accounts receivable procedures; and, of basic filing systems.

Skills:

Computer skills; telephone skills; use of office equipment required to perform job functions; knowledge of Microsoft Office programs and MedManager preferred.

Abilities:

Demonstrated ability to communicate effectively; to prepare documents and reports in typed final form; to relate well with the general public both in person and over the telephone; to effectively maintain files; and, to maintain confidentiality.

QUALIFICATIONS:

Combination of training and experience demonstrating ability to perform essential job functions.

SALARY RANGE:

Level 2A

FLSA STATUS:

Non Exempt

VERIFICATION OF ACCEPTANCE OF POSITION RESPONSIBILITIES:

This is to certify that I have read the above position description and accept the duties and responsibilities required of this position.

Employee's Signature

Date

Supervisor's Signature

Date

Chief Operational Officer's Signature

Date

Chief Executive Officer's Signature

Date

Revised September 2007
Attachment: Organizational Chart
/lep