

POSITION DESCRIPTION

POSITION TITLE:

Secretary/Receptionist

CLASSIFICATION TITLE:

Administrative Support Services Provider 2

POSITION LOCATION:

Crisis Response Center

POSITION UNDER THE SUPERVISION OF:

Crisis Response Center Office Manager

POSITION SUMMARY:

The incumbent of this position provides clerical/secretarial support for the Crisis Response Center located at the Thomas Peachey Center performing a variety of tasks including, but not limited to: telephone reception; posting and fee collection; preparation of typed materials; electronic client file maintenance; data entry and appointment scheduling.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Receives incoming billing/account telephone calls. Assists clients with billing inquiries and conducts financial phone interview according to agency policy.
2. Schedules clients for appointments in the computer using MedManager.
3. Enters client data into computer for initial appointment and updates client information as needed.
4. Greet visitors.
5. Prepares in final form various letters, memoranda, reports, and summaries from rough draft.
6. Scans client information and maintains client records using the EMR system.
7. Verifies Medicaid/Insurance coverage for new appointments to assure appointment is scheduled in a manner that maximizes revenue. Explains fee policy to client and prepares them for documentation to bring to first appointment.
8. Posting of billable and non billable charges and data entry.
9. Uses a variety of office equipment such as ESI telephone system, computers, scanners, printers, photocopiers, fax machines, and adding machines.

10. Completes daily MedManager reports
11. Performs other duties as assigned by the supervisor which are consistent with the position and in compliance within the agency policies and procedures.
12. May provide assistance/backup to other Crisis Response Center support staff.

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, electronic medical records, and Medical Manager 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

Effective: November 2010

Attachment: Organizational Chart