

RECEPTIONIST/ADMINISTRATIVE SERVICES

REPORTING SUPERVISOR: Business Manager

POSITIONS SUPERVISED: None

EMPLOYMENT STATUS: Full-time, Non-Exempt

HOURS WORKED: Scheduled to work 38.75 hours per week excluding a meal break each working day. Work week will be Monday through Friday. Some evening hours will be required.

QUALIFICATIONS:

EDUCATION: High School Diploma

EXPERIENCE: Experience with assisting customers preferred

SKILLS REQUIRED:

- * Must possess strong organization skills, mathematical skills, typing skills, filing skills, dictation abilities, computer knowledge, and telephone skills
- * Ability to communicate effectively with staff and clients
- * Ability to maintain confidentiality of information
- * Ability to relate to a wide variety of people and situations

POSITION RESPONSIBILITIES:

- * Open agency each morning – unlock filing cabinets and front doors, phones automatic at 8:30 a.m.
- * Checks voicemail each morning and disperses to appropriate staff – cancel and reschedule appointments when staff call off
- * Answers and screens all incoming telephone calls
- * Checks clients in when they arrive, reschedules appointments and collects fees based upon client's fee policy
- * Collects intake/opening forms, income verification and insurance card from clients
- * Makes appointment reminder calls to clients, send text reminder messages
- * Alerts appropriate staff when a client calls in crisis, document crisis information

- * File MI and Psych Rehab Department documentation
- * Maintain copies of all agency forms
- * Assemble SUPR/DUI Packets
- * Assemble Training Binders
- * Assist with Doctor's schedule
- * Prepares Doctor's charts (as needed)
- * Greet and direct all persons attending meetings at the agency
- * Maintain agency vending machine
- * Sanitize front office and waiting room area
- * Participates in staff meetings and trainings as assigned
- * Maintains a clean & safe work environment
- * Be a mandated reporter under the Abused and Neglected Child Reporting Act
- * Maintains confidentiality
- * Abides by the philosophy, policies, and goals of the Institute for Human Resources
- * Participate on the IHR Training Team and assist with training new staff on front desk procedures
- * Other duties as assigned by the Business Manager

I have reviewed and been provided the opportunity to discuss this job description. I have received a copy of this job description. I understand my signing this job description does not constitute a contract with the Institute for Human Resources.

Staff Signature

Date