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Description automatically generated

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| **Job Title** | **Administrative Assistant/Front Office (Receptionist)** |
| **Department/Program** | **Administration** |
| **Location** | **Hamburg/Derby** |
| **Supervisor** | **Office Manager** |
| **Classification/FLSA Status** | **Non-Exempt Grade: 2** |

**Integrity • Collaboration • Quality • Compassion • Dedication**

**Job summary**

This person is responsible for establishing a positive and welcoming first impression of Harmonia Collaborative Care. Make clients feel comfortable gathering the necessary information for both checking in and out. Maintain a neat, inviting, and comfortable reception area.

**Responsibilities**

* Maintain a professional image and greet clients in a friendly, outgoing manner
* Demonstrate a client first focus in all you do – positive client relations skills
* Collect necessary information on new clients.
* Ability to relate, either in person or by telephone, to persons in social and emotional crisis
* Understand health insurance information, referrals and community resources
* Pick up and sort mail, log checks
* Manage medical records information in compliance with HIPAA and OMH regulations on rights and confidentiality
* Manage appointments in a computer scheduler program
* Monitor patients’ insurance and authorizations
* Document management – keep forms up to date, make copies when necessary

Maintain accurate accounting of cash receipts

* Referrals: Point of entry knowledge of the areas programs, agencies and benefits
* Work as part of a team by assisting where needed in a flexible, collaborative manner
* Other duties as assigned by supervisor.
* Compliance and Values
  + All employees are expected to obey all laws and regulations governing our Agency and to be accountable for compliance at all times.
  + All employees are expected to provide the highest level of service to Agency patients. Their work ethic is expected to reflect Harmonia’s core values

**Skills**

* Able to “switch-task” in a fast-paced office environment
* Professional demeanor
* Dependable
* Strong written and verbal communication skills
* Attention to detail
* Ability to work under pressure
* Calm and empathetic
* Familiar with Microsoft Office

**Education and Experience**

* Minimum high school diploma or equivalent
* Business or secretarial training preferred
* 2-3 years of experience in this type of position
* Familiar with medical terminology, medical billing helpful

**Work Environment and Essential Functions**

* Must be capable of lifting a minimum of 35 pounds
* Speaking and hearing: ability to give and receive information through speaking and listening.
* Vision: Requirements for this job include close vision
* Motor Coordination: Basic – able to walk, sit and stand
* The environment for this position is an agency office that is clean and comfortable. It may include adjusting to minor noise, odors, and drafts, etc. The incumbent will be in a non-confined office type setting in which he/she is free to move about at will.

GENERAL SIGN OFF: The employee is expected to adhere to all agency policies. This job description is not designed or cover or contain a comprehensive listing of activities, duties, and responsibilities that are required of the employee.

I have read and understand this job description and recognize it may change to meet the needs of the organization.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Five Factors Rating  
Education/Experience  
Decision Making  
Management Level

Communication Type  
Communication Level

Filename: Job Description Receptionist