



JOB TITLE: Administrative (NON-EXCEPT Classification)

DEPARTMENT: Administration

REPORTS TO: Director

PRIMARY OBJECTIVE: Performs office functions for Harbor Hall Facility(s) by performing the following duties.

MAJOR RESPONSIBILITIES:

1. Answers telephone and gives information to callers or routes call to appropriate person.
2. Routes incoming mail and performs errands as assigned.
3. Greets visitors, ascertains nature of business, and escorts visitors to employer or appropriate person.
4. Files correspondence and maintains the medical records for the agency. Ascertain that all administrative documentation requirements are included in client charts.
5. Performs intake interviews on prospective clients. Maintains accurate waiting lists and schedules admits for any vacancies.
6. Handle office needs for clients and staff alike.
7. Complete intake forms and releases on all new admits.
8. Balance credit cards slips for the office and verify receipts.
9. Reconcile and balance cash and receipts daily.
10. Post payments daily.
11. Compile monthly office reports for the main office and the Director as appropriate.
12. Maintain records for accurate and timely billing to include the accuracy of Day Sheets.
13. Responsible for monitoring and management of related accounts receivable and performs collection procedures.
14. Responsible to work closely with the Billing Department.

This job description is not intended to be an exhaustive list of all responsibilities, skills or efforts associated with this position. Each responsibility listed is important to the successful performance of this job. The supervisor may assign job-related tasks or special projects in addition to the line items contained in the job description.

DIRECT SUPERVISION: None

QUALIFICATIONS: Must be able to work with various computer programs related to word processing and spreadsheet functions. Must have good phone etiquette and be able to work with a diverse population. Must have the ability to meet specific deadlines in mailing reporting documentation. Must be able to work in a busy office environment and schedule priorities. Ability to type a minimum of 60 words per minute. Must be age 18 or older. Minimum of three (3) years of freedom from chemical use problems. Must not have had a felony conviction or



have been incarcerated as a result of a felony conviction in the last three (3) years. Must be bondable to handle large sums of money for the agency.

CONFIDENTIALITY: Must adhere to and respect all policies regarding patient rights, anonymity, and confidentiality of all patients, past and present. This covers any written or verbal communications regarding a patient's identity, address, and nature of their problems.