

Job Title: Secretary/Receptionist

Department: Support Services

Hours: Monday-Friday 8:30-5:00

Location: Morris

Reports to: Manager of Support

Effective Date: 8-1-2024

Job Summary: Schedule consists of a Monday through Friday work week currently made up of days. Performs duties associated with the clinical records and front office areas of focus. Arranges for the efficient and orderly processing of clients. Insures that accurate client information is collected and that clients are aware of agency policies and procedures. Clinical records responsibilities included.

Duties/Responsibilities:

1. Answers the phone and processes calls/inquiries
2. Meets, greets and processes individuals who present in the front office
3. Schedules client appointments utilizing an electronic scheduler
4. Accepts and receipts payments, balances cash receipts and makes bank deposits
5. Processes Work Order Requests
6. Opens and/or creates new client charts, scans documents into the EMR and retrieves confidential client records.
7. Performs support duties for all agency staff in one of the agency's offices.
8. Insures that accurate client information is collected and that clients are aware of agency policies and procedures.
9. Does scanning, typing letters, mailing agency information as needed, copying, and other necessary duties as required.
10. Keeps master schedule of all client appointments; assists clients in the completion of necessary personal data forms.

**Performs other related duties as assigned.*

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to function well in a high-paced and at times stressful environment.
- Proficient with electronic health record and Computer programs
- Able to work in team setting with others in shared space

Education and Experience:

- Requires High School diploma or equivalent
- Requires Basic Computer and Keyboard skills
- Requires valid driver's license, vehicle and insurance
- Preferred 1-2 years', experience working in medical office
- Previous work with Electronic Medical record preferred

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Less than 25% of time spent walking or standing
- Must be able to lift up to 10 pounds at times.