

Suncoast Mental Health Center, Inc.  
Position Description

<b>POSITION</b>	Administrative Assistant
<b>LOCATION</b>	Okeechobee County
<b>SUPERVISED BY</b>	Office Manager
<b>POSITIONS SUPERVISED</b>	N/A

**GENERAL STATEMENT OF RESPONSIBILITIES**

The Administrative Assistant is a full-time position consisting of forty (40) hours per week. This position's main focus is on administrative duties, referral and intakes, and medical request for open clients. There will be no supervisory responsibility.

The Administrative Assistant's performance evaluation will be relative to how he/she performs the areas of responsibility outlined below:

**SPECIFIC AREA OF RESPONSIBILITY**

1. Demonstrates an ability to answer the phones, taking and delivering concise phone messages, and directing phone calls to appropriate individuals and/or mailboxes.
2. Demonstrates an ability to greet and assist clients/visitors at the front window and lobby.
3. Demonstrates an ability to screening all potential clients, communicate to all inquiries regarding what Suncoast is and what services are available.
4. Demonstrates an ability to work with the Program Manager in receiving referrals, maintaining referral list and schedule intake assessments, obtain appropriate intake documentation, and collect client co-payments.
5. Demonstrates an ability to obtain credit card information from client and send to billing for process.
6. Demonstrates an ability to work within the Electronic Medical Records system and scan necessary documents in the Electronic Medical Records system as well as create clients charts when necessary.
7. Demonstrates an ability to send Primary Care Physician form/consent to doctor's office.
8. Demonstrates an ability to verify clients insurance.
9. Demonstrates an ability to assist on doctor day when necessary.
10. Demonstrates an ability to maintain office supplies, coordinating the ordering of supplies online and/or shopping locally.
11. Demonstrates an ability to order toner and/or supplies for the copier, as well track number of copies per month.
12. Demonstrates an ability to receive and track petty cash on spreadsheet.
13. Demonstrates an ability to contact Office Manager regarding issues within the office.
14. Demonstrates an ability to maintain lobby area and stock bathrooms with toilet goods as needed.
15. Demonstrates an ability to translate for Bilingual clients when necessary (if applicable).

SPECIFIC AREA OF RESPONSIBILITY – OKEE (CONTINUED)

- 16. Demonstrates an ability to process request for medical records (open clients only), as well as generate invoices and send copy to accounting.
- 17. Demonstrates an ability to check hourly for incoming faxes and distribute accordingly.
- 18. Demonstrates an ability to check postal mailbox twice per week.
- 19. Demonstrates an ability to be proficient in Microsoft Office (Excel and Word).
- 20. Demonstrates an ability to take and transcribe minutes for clinical staff meeting and give to Program Manager for approval.

RELATED AREAS OF RESPONSIBILITY

The Administrative Assistant will be expected to be able to do the following:

- 1. Function as a team player, both within the specific program and as a member of Suncoast Mental Health Center, Inc.
- 2. Serve as a positive role model for clients/families in attitude, attire, professionalism, and responsible behavior.
- 3. Participate and be prepared for staff meetings (if applicable).
- 4. Perform job-related responsibilities and tasks other than those stated.

MINIMUM QUALIFICATIONS

- 1. **Education and Experience:** High school diploma with preference given to those individuals with a college degree of the equivalent of one year of direct experience in administrative duties including data entry.

CERTIFICATION OF RECEIPT AND UNDERSTANDING

I hereby certify that I have received a copy of my position description and that I have read and understand my duties as described in the job description. I also understand that in the first 90 days I am in this position, I will be in a probationary period.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date