

Southwestern Wisconsin Community Action Program, Inc.
Job Description

Job Title: Administrative Assistant 2 – NHP

Exempt (Y/N): No

Salary Level: 3, non-exempt

Location: Float

Department: NHP

Supervisor: NHP Director

Prepared By: Jackie Bodden

Date: 09/20/06

Approved By: Wally Orzechowski

Date:

Rev: 10/03/12 JAB, 9/22/14 JAB, 08/17/16 JAB, 2/26/19 AD,

SUMMARY: Front-line duties as clients first contact into the clinic, assists in clinic as needed and assists Program Operation Specialist and Program Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Perform receptionist duties as listed; greet clients, assist with completing appropriate forms, determine client fee level, schedule appointments, answer phones and take messages, route incoming calls to appropriate staff, check message center, change message center greetings, maintain and update client database.

Assists clients with sign up for Medicaid eligible programs

Collect client fees, complete receipts, maintain client account records, including payment requests as necessary.

Pull clinic files for the week. Maintain and file client records. File charts after clinic.

Maintains clients files in practice management system and into EMR. Scans forms and labs into EMR..

Inputs new client into the Practice management system and the EMR

Makes copies and ensures that all typing is prioritized and completed.

Prepares outgoing mail.

Enters client data information into the reporting system.

Cleaning of the common clinic and office area.

Assists with clinic procedures as needed including clinic set up, preparing lab forms and client intake.

Ensures that client superbill is completed accurately, Assists the Admin 3 with preparing insurance reimbursement, and submitting it in a timely manner. Maintain accurate knowledge of CPT, ICD-9, and HCSCP coding. Posts billing and reimbursement in client file.

In the absence of the Admin 3, Reads and routes incoming mail and mail picked up at post office box. Locates and attaches appropriate file to correspondence to be answered by appropriate staff member.

In the absence of the Admin 3, order all office supplies and keep up an inventory of office supplies and equipment.

Balance office cash box and outreach clinic bag.

Actively participate in staff meetings and participate on committees as needed.

Attend conferences, training and workshops appropriate for the position.

Conform to all established procedures regarding confidentiality and documentation.

SUPERVISORY RESPONSIBILITIES: None

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE:

One year degree or certificate from college or technical school or one or two years of experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and comprehend instruction of moderate complexity, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively communicate information in one-on-one and small group situations.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to solve practical problems.

OTHER SKILLS AND ABILITIES:

Ability to work with persons of diverse education, income, culture, and age levels.

Good typing ability and knowledge of office machines, computer, calculator and copy machine.

Knowledge of filing procedures.

Ability to proofread.

Ability to maintain confidentiality.

Dependable car, car insurance and drivers license.

Working telephone in residence.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to use hands, fingers, handle, or feel objects, tools or controls and talk and hear. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb, or balance and stoop, kneel, or crouch.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The noise level in the work environment is usually moderate.