

# **Samaritan Counseling Center Hawaii**

## **Job Title: Administrative Assistant**

Employment Type: Full-Time

FLSA Status: Non-exempt

Department:

Reports To: Executive Director

## **Job Summary**

Perform routine clerical and administrative functions such as drafting correspondence, scheduling appointments, organizing and maintaining paper and electronic files, or providing information to callers.

## **Essential Duties**

- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Locate and attach appropriate files to incoming correspondence requiring replies.
- Open, read, route, and distribute incoming mail or other materials and answer routine letters.
- Complete forms in accordance with company procedures.
- Make copies of correspondence or other printed material.
- Review work done by others to check for correct spelling and grammar, ensure that company format policies are followed, and recommend revisions.
- Learn to operate new office technologies as they are developed and implemented.
- Interview patients to obtain medical information and measure their vital signs, weight, and height.
- Record/review patients' history and insurance/demographic information in medical records. Enter patient surveys and evaluation and report data.
- Schedule appointments for patients.
- Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.
- Inventory and order medical, lab, or office supplies or equipment.
- Keep financial records or perform other bookkeeping duties, such as handling credit or collections or mailing monthly statements to patients.
- Complete insurance panel credentialing (respond to provider relations requests, fill out and submit applications)

## **Secondary Duties**

- Prepare and mail checks.
- Establish work procedures or schedules and keep track of the daily work of clerical staff.

- Take dictation in shorthand or by machine and transcribe information.
- Arrange conference, meeting, or travel reservations for office personnel.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Education**

This position requires a high school diploma (or GED or high school equivalence certificate) and 2 years of previous experience. An Associate's degree (or other 2-year degree) and previous experience in a medical office is preferred.

## **Behavioral Characteristics**

- Time Management -- Managing one's own time and the time of others.
- Service Orientation -- Actively looking for ways to help people.
- Establishing and Maintaining Interpersonal Relationships -- Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Attention to Detail -- Job requires being careful about detail and thorough in completing work tasks.
- Integrity -- Job requires being honest and ethical.

## **Language Skills**

- Oral Comprehension -- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Written Comprehension -- The ability to read and understand information and ideas presented in writing.
- Oral Expression -- The ability to communicate information and ideas in speaking so others will understand.
- Written Expression -- The ability to communicate information and ideas in writing so others will understand.
- Speech Clarity -- The ability to speak clearly so others can understand you.

## **Reasoning Ability**

- Information Ordering -- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Getting Information -- Observing, receiving, and otherwise obtaining information from all relevant

sources.

- Organizing, Planning, and Prioritizing Work -- Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Processing Information -- Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Identifying Objects, Actions, and Events -- Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.

## **Tools & Technology**

- Scanners. Example: Data input scanners
- Desktop computers. Example: Desktop computers
- Facsimile machines. Example: Fax machines
- Notebook computers. Example: Laptop computers
- Mobile phones. Example: Mobile phones
- Special purpose telephones. Example: Multi-line telephone systems
- Personal computers. Example: Personal computers
- Photocopiers. Example: Photocopiers
- Photocopiers. Example: Photocopying equipment
- Scanners. Example: Scanners
- Calendar and scheduling software. Example: Appointment scheduling software
- Electronic mail software. Example: Email software
- Spreadsheet software. Example: Microsoft Excel
- Spreadsheet software. Example: Spreadsheet software
- Internet browser software. Example: Web browser software
- Video conferencing software. Example: Web conferencing software
- Word processing software. Example: Word processing software
- Medical software. Example: Electronic medical record EMR software

## **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 the essential functions.

While performing the duties of this job, the employee is:

- regularly required to sit; use hands to finger, handle or feel; talk or hear.
- frequently required to reach with hands and arms.
- occasionally exposed to stand; walk; climb or balance; stoop, crouch, or crawl.

The employee must:

- regularly lift and/or move up to 10 pounds.
- occasionally lift and/or move up to 25 pounds.

Specific vision abilities required by this job include:

- close vision.

## **Work Environment**

The noise level in the work environment is moderate noise.