

Sample Job Description

Job Title Administrative Assistant

Last Revised April 1, 2007

Identifying Information Status: Non-Exempt

Job Code: 012345

Title of Immediate Supervisor: Office Manager

Job Summary Under limited supervision, provide high-level administrative support by coordinating office activities, managing information requests and performing clerical functions to support busy psychological practice.

Major Job Duties and Responsibilities

- Interact and communicate with clients and/or family members, healthcare professionals and third party payers to address client-related issues.
- Respect and maintain privacy of clients; assure confidentiality at all times.
- Answer phone, screen calls, take messages and respond to routine questions.
- Schedule and confirm appointments for clients.
- Maintain calendar of appointments and meeting rooms.
- Assist clients and/or family members with completion of insurance forms.
- Greet clients and visitors, ascertain purpose of visit and direct to appropriate staff and/or meeting room.
- Maintain readiness of reception area throughout office hours.
- Ensure front desk activities are fully operational at start of business hours.
- Compile and record charts, notes, reports and correspondence using computer.
- Operate computer to access e-mail, electronic calendars and other basic office support software.
- Prepare documents and materials for other health care professionals and/or third party payers as requested.
- Enter client contact and insurance information into the computerized database using practice management software while ensuring records and information are accurate.
- Open, sort, and deliver incoming mail.
- Order and maintain an inventory of office supplies and coordinate the servicing of office equipment.

Minimum Qualifications Associate's degree required, Bachelor's degree preferred. Two years of administrative experience mandatory. Proficiency with Microsoft Office and Internet a must.

Other Information Office setting, full-time with benefits, must be experienced with handling difficult interpersonal situations.