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 handing difficult interpersonal situations.