

JOB DESCRIPTION

Job Title: Front Office & Information Clerk (9724)

Job Summary:

The job of the Front Office & Information Clerk is done for the purpose(s) of answering phones, greeting consumers and families, scheduling psychiatry appointments, and providing general information about Behavioral Health Services to the general public, consumers and families, and other interested parties. Other related clerical work will be performed as required by the program.

Essential Functions:

- Operates the telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments
- Greet persons entering the establishment, determine nature and purpose of visit, and direct them accordingly
- Schedule and confirm appointments, maintain and update appointment calendars for various clinical staff
- Receive payment and record receipts for services
- Responsible for keeping the flow of consumers moving smoothly and maintaining a neat and organized front and waiting area
- Process psychiatric evaluation referrals and schedule accordingly
- Provide clerical support to contract psychiatrists and nurses
- Verify consumer's current demographic and insurance information
- Perform administrative support tasks, such as translating, proofreading, arranging transportation, and other clerical functions
- Operate various office equipment, such as voice mail messaging systems, personal computers, facsimile machines, use of word processing programs, spreadsheets, or other software applications
- Answers crisis calls, facilitates crisis response by crisis team members, and maintains crisis log
- Entering, recording, storing, or maintaining information in written or electronic form
- Record efforts to contact, or contacts with, consumers
- Maintains tracking system for psychiatry-related data and produces reports as needed
- Ensures that confidentiality is maintained according to HIPAA and FERPA laws and regulations
- Receive absence notifications, enter absences into SubFinder, and complete monthly attendance report
- Checks/prepares claims for payments (mileage claims, etc.) for the purpose of reimbursement to appropriate recipients
- Prepares purchase order requests, warrants, and miscellaneous invoices for the purpose of ensuring that items
- are ordered, coded or taken care of in a timely manner
- Other clerical duties as assigned

Skills, Knowledge and/or Abilities:

Skills to:

- Understand and carry out oral and written directions.
- Operate standard office machines & equipment
- Communicate effectively and respectfully
- Critical thinking
- Interview consumers or others to obtain financial and pertinent personal background;
- Establish priorities, meet deadlines, organize workload, and work independently
- Type at a speed of 45 net words per minute

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Knowledge of computer hardware and software applications and programs
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Office methods and procedures
- Medical office practices
- Health insurance billing
- Math sufficient to compute payment amounts and account balances.
- Medical terminology

Ability to:

- Multi-task assignments
- Retain and recall information
- Process information such as categorizing, calculating, auditing, or verifying information or data
- Develop specific goals and plans to prioritize, organize and accomplish your work
- Provide information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person
- Bilingual in English/Spanish preferred
- Work evenings or weekends as needed

Responsibilities include: working under standardized instructions and/or routines focusing primarily on results; providing information and/or advising other persons. Utilization of resources from other work units is required to perform the job's functions. There is an opportunity to impact the Organization's services.

The usual and customary methods of performing the job's functions requires the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing; some stooping, kneeling, crouching and/or crawling; significant reaching, handling, fingering and/or feeling. Generally the job requires 85% sitting, 10% walking and 5% standing. The job is performed under minimal temperature variations, a generally hazard free environment, and in a clean atmosphere.

Experience Required:

Job-related experience is required, preferably in medical front office practices.
Knowledge with HIPAA regarding the privacy and security of medical records is strongly preferred.

Education Required:

High school diploma or the equivalent.
Targeted job-related education that meets organization's prerequisite requirements.

Licenses, Certifications, Bonding, and/or Testing Required:

Department of Justice and FBI Fingerprint Clearance.
Valid California Driver's License and proof of automobile insurance.

October 2015

FLSA Status: Non-Exempt

This organization is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, creed, age, gender or disability. Inquiries regarding compliance procedures may be directed to our personnel office.

This organization complies with the Americans with Disabilities Act. Persons with a disability who may need some accommodation in the hiring process should contact our personnel office.

This organization is a Drug and Tobacco - Free Workplace

This organization requires a successful candidate to provide it with employment eligibility and verification of a legal right to work in the United States in compliance with the Immigration Reform and Control Act.