

**ADAMS COUNTY
SUMMARY JOB DESCRIPTION**

Position: Administrative Assistant/Front Office
Department: Integrated Health Care Services
Program: Counseling Services

Number: 1040014-02
Classification: Hourly -Non-Union Range 6

1.0 MAJOR FUNCTION AND PURPOSE

The single position allocated to this classification, under the general direction of the Integrated Health Care Services Assistant Director, is responsible for performing front desk duties as necessary to effectively and efficiently manage the agency's consumer reception area. Persons in this position are responsible for providing receptionist, clerical tasks, Spanish interpretation and /or secretarial work for all programs of the department, including but not limited to Mental Health, Chemical Dependency, Prevention and Low Income Housing/Rent Assistance. A person in this position also acts as a frontline emergency services contact for consumers. This position has a standard eight (8) hour workday and is from 8:00 am to noon and from 1:00 p.m. until 5:00 p.m. Due to the nature of the work, this position may have a different schedule. The schedule shall be determined by department administrator.

2.0 SUPERVISION RECEIVED

Persons in this position are given some discretion, within the scope of policy and regulations, in the routine performance of their duties. Supervision and guidance are received from the Assistant Director.

3.0 SUPERVISION EXERCISED

Persons in this position do not routinely supervise anyone.

4.0 SPECIFIC DUTIES AND RESPONSIBILITIES

- Assignments include but are not limited to:
- Acts as a receptionist, greets all patients and/or consumers, and directs them to a provider or service as scheduled. Screens calls and visitors and refers inquiries as appropriate, by taking a message or sending calls to voice mail. Acts as front line emergency services contact for Consumers. Assist Consumers with any necessary paperwork that is requested of them and interpret when necessary. Perform consumer data searches into various software applications to determine eligibility. Employees occupying this position perform a variety of clerical tasks, which requires the use of office machines and a variety of internal and external computer programs.
- EMR (Electronic Medical Records) duties include but not limited to; scheduling appointments for Mental Health, Chemical Dependency and Low Income Housing/Rent Assistance programs. Employees in this position are responsible for gathering demographic data, verifying consumer funding sources within the State's Medicaid system (Provider One) and Raintree system and completing a financial intake on all eligible consumers. Data entry of consumer information into agency EMR data systems.
- Receipting of consumers, State and Federal Grant monies.
- Provides assistance to other staff when needed.
- Provides Spanish language translation, oral and written.
- Interpreting for Spanish speaking consumers and being precise in what their needs are to the clinician, then interpreting clinician response back to the consumer. Interpreting with a clinician in session is on a as needed basis
- Maintain reception area and waiting room. Keep patient forms stocked and up to date. Check faxes and direct to appropriate staff.
- Manage office mail on a daily basis.
- In Charge of keeping up the agency Resource Manual
- Maintain daily log of Consumers not eligible for services and report to Administrator at the end of each month
- Composes routine correspondence as directed.

- Performs other duties and responsibilities as assigned

5.0 REQUIRED KNOWLEDGE AND ABILITIES

- Demonstrate knowledge of and be able to perform Data Entry into various agency Client Information Systems (CIS).
- Must have cognitive ability to accurately search for errors, date entry, and related purpose.
- Ability to compile and analysis information prepared in effective written form, including correspondence, reports, articles or other documentation.
- Ability to maintain a high level of confidentiality.
- Ability to work independently managing time and establish priorities; have the ability to communicate effectively and efficiently both orally and in writing. Ability to maintain effective working relationships with all IHCS staff, other professionals, agencies, consumers, and members of the general public.
- Excellent computer skills to include, but not be limited to; Outlook, Microsoft Word, and Excel, Must be able to utilize communications and equipment necessary to perform required duties. Ability to use a typewriter, computer terminal, T.D.D. machine, calculator, and other office equipment standard to areas of assignment and to adapt to new and /or modified equipment which may be acquired.
- Physical ability to perform the functions of the job.
- Ability to adhere to all County and Departmental policies and procedures.
- Must be able to maintain work reliability at a level not less than 90% of average employee reliability over time.

6.0 MINIMUM QUALIFICATIONS

- High school diploma or GED equivalent. Must have one-year business college experience in related field. Prior experience in computers and/or knowledge of accounting principles is required. Prior work experience can be substituted.
- Fluent (oral, written & read) in English and Spanish language
- Valid Washington State Driver’s License.
- Successfully pass a criminal background check.

7.0 DESIRABLE QUALIFICATIONS AND ABILITIES

- Two years of clerical/secretarial experience to ensure knowledge and skills in office practice, equipment, and interpersonal skills.

8.0 WORK ENVIRONMENT

- Work is normally performed indoors in an office environment with many interruptions. Some work outdoors may be required. The work schedule varies depending primarily on the needs of the program participants, activities that may be scheduled beyond the control of program participants, and training opportunities that may arise. Overnight travel may be required in some circumstances.
- This job requires the independent ability to transport safely throughout the county to provide agency services in outlying areas of the county.
- A county vehicle may be available for use when conducting official business. However, employees may utilize their private vehicles in the performance of their duties and will be reimbursed for mileage. Proof of personal auto insurance with acceptable liability amounts is required to utilize a personal vehicle for county business. Acceptable liability amounts may be defined by Adams County or the appropriate risk pool.

This job description does not constitute an employment agreement between the employer and employee, and is subject to change as the needs of the employer and requirements of the job change.

Employee Name _____ **Signature** _____ **Date** _____

Supervisor Name _____ **Signature** _____ **Date** _____