

- I. Title: Administrative Assistant III
- II. Classification: Administrative Assistant III
- III. Supervisor: Administrative Coordinator
- V. Minimum qualifications: High School Diploma or GED Required; Exceptional Typing Skills. Five years progressively responsible secretarial experience in Supervisory or Managerial Position.
- VI. Primary job functions and performance expectations:
  - A. Learns and utilizes Central Alabama Wellness Policies and Procedures
  - B. Supervises the efficient and professional operation of the reception office.
    - 1. Ensures the courteous and professional handling of telephone calls and subsequent messages.
    - 2. Uphold the positive reputation of our medical office by always treating visitor in a friendly, welcoming, and compassionate manner.
    - 3. Maintains client confidentiality
    - 4. Supervises the prompt and courteous reception of visitors and consumers.
    - 5. Ensures the prompt and efficient management of scheduling client appointments.
    - 6. Obtains copies of appropriate identification for each client.
    - 7. Verifying client demographics, balances and updated insurance and fee information is collected at every contact with client.
    - 8. Distributing faxes and insuring fax confirmations were successful.
    - 9. Maintain all scheduling for clinical staff and ensure holidays, meetings and lunches are blocked
    - 10. Verification of insurance, establishing fees and insuring payers are updated.
    - 11. Insures the lobby, grounds and restrooms are clean and well-stocked daily.
    - 12. Fulfill any medical record request.
    - 13. Completes monthly administrative record reviews.
    - 14. Insures all clinical records are scanned into the EMR in a timely manner.
    - 15. Incident reporting
    - 16. Completes or delegates these tasks to the Administrative Assistant II appropriately.

- C. Manages present accounts receivable system.
  - 1. Derives billing amount from appropriate documents.
  - 2. Receives and accurately counts cash and other payments.
  - 3. Receives and distributes appropriate receipts in accordance with current fiscal procedures and on a timely basis.
  - 4. Accurately posts payment amount to records on a timely basis.
  - 5. Accounts receivable material is balanced, assembled, and closed out by close of business on Friday.
  - 6. Makes bank deposit as necessary.
  - 7. Consistently maintains balanced Petty Cash Box.
  
- D. Manages facility maintenance.
  - 1. Ensures the cleaning of building is maintained through negotiating and contracting for janitorial services appropriately.
  - 2. Informs supervisor of major and minor repair work needed for the building.
  - 3. Monitors office supplies and submits purchase request on a timely basis.
  - 4. Ensures fire and tornado drills are completed
  - 5. Checks fire extinguishers monthly
  
- E. Supervises Administrative Staff.
  - 1. Provides direct supervision of Administrative Assistants II (full and/or part time).
  - 2. Completes employee evaluations in a timely manner according to Policies and Procedures.
  - 3. Applies Center Policies and Procedures on a consistent basis.
  - 4. Assists with the coordination and training of clerical support staff in the MI & SA Division.
  - 5. Provides appropriate input into the hiring and termination of clerical staff supervised.
  
- F. Responsible for completion of other duties as assigned by supervisor. These duties are treated with the same importance with relationship to confidentiality and priority as other duties and responsibilities unless otherwise instructed.