

**PASTORAL COUNSELING SERVICES
JOB DESCRIPTION
ADMINISTRATIVE ASSISTANT**

Reports to: ADMINISTRATIVE/FINANCIAL SERVICES COORDINATOR

Position Summary:

- This position is responsible for the professional and efficient managing of visitors, consumers, telephone calls and messages, as well as a variety of clerical duties that support clinical staff and billing operations, and the operation and presentation of a professional office
 - FLSA Status: Hourly
 - Supervisory Responsibilities: No
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ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Performs duties of facilities and supplies manager:
 - Ensures that office supplies are appropriately stocked at all times. This entails management of supplies, ordering and distribution of supplies, and monitoring the cost-effectiveness of supply resources.
 - Acts as liaison with Brookside Church regarding facility needs.
 - Ensures that all front office equipment is functional at all times.
 - Ensures that agency forms are well-stocked and up-to date
 - Develops electronic versions of forms
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2. Performs Records Management duties:
 - Maintains an organized list of records
 - Closes records in a timely manner
 - Manages record filing
 - Destroys old records according to agency and regulatory guidelines
3. Assists Administrative/Financial Coordinator with billing functions:
 - Takes client co-pays and gives receipt for co-pays
 - Enters billing data in computer, with 100% accuracy day after service
 - Gives clients billing statements when requested
4. Performs clerical tasks for management and clinical staff:
 - Prepares letters and documents.
 - Types reports.
 - Makes copies

OTHER RESPONSIBILITIES:

- Maintains a thorough working knowledge of and adheres to organization/project policies, regulations and procedures.
- Keeps immediate supervisor well-informed of activities, results of efforts and problems identified/potential problems; recommends corrective actions to immediate supervisor.
- Respects confidentiality in discussing participant/consumer, staff, volunteers and organizational matters.
- Maintains confidentiality of organization fiscal and personnel related information.
- Exhibits genuine concern for participants and always conducts oneself appropriately and professionally.
- Reports to work regularly and on time.
- Assists in other duties as needed and directed.
- Dresses in an appropriate and professional manner for an office.
- Performs all functions within legal and ethical guidelines, particularly federal and state billing guidelines.

GENERAL COMPETENCIES REQUIRED:

Intellectual:

- demonstrates attention to detail
- identifies and resolves problems in a timely manner
- gathers and analyzes information skillfully
- develops alternative solutions
- uses reason, even when dealing with emotional topics
- assesses own strengths and weaknesses
- displays critical/creative thinking
- possess necessary expertise to accomplish all tasks
- seeks self improvement
- learns new skills to improve job performance

Organization:

- conserves organizational resources
- shows respect and sensitivity for cultural differences
- promotes a harassment-free environment
- treats people with respect
- strives for personal and organizational excellence
- inspires the trust of others
- works ethically and with integrity
- follows policies and procedures
- completes tasks correctly and on time
- supports organization's goals, values, and policies

Interpersonal:

- strives for continuous improvement and solicits customer feedback to improve service
- timely response to requests for information, service, and assistance
- maintains confidentiality
- demonstrates a positive and productive attitude
- displays self-control and keeps emotions under control, even under pressure
- remains open to others' ideas and tries new things

- speaks clearly; listens and gets clarification
- exhibits objectivity and openness to others' views
- able to read and interpret written information
- writes clearly, accurately, and concisely

Self Management:

- completes tasks on time or notifies appropriate person with an alternate plan
- observes safety and security procedures; reports unsafe conditions
- displays willingness to make decisions
- measures self against standard of excellence
- follows instructions and responds to management directions
- uses equipment and materials according to policy
- takes responsibility for own actions
- prioritizes and plans work activities
- manages competing demands; uses time effectively
- is consistently at work and on time

Leadership:

- looks for ways to improve and promote quality; makes recommendations for improvements
- positive role model; exhibits confidence in self and others
- demonstrates accuracy and thoroughness
- teaches, coaches, inspires, mentors, empowers others
- exhibits sound and accurate judgment and logical reasoning
- able to deal with frequent changes, delays, or unexpected events
- accepts responsibility; follows or exceeds organizational standards
- uses resources effectively and efficiently
- anticipates and plans accordingly
- works to improve team and organizational climate

QUALIFICATIONS:

Education and/or Experience:

- high school diploma generally required
- knowledge of administrative and clerical procedures
- knowledge of computers and relevant software applications
- knowledge of customer service principles and practices
- keyboard skills

Computer Skills:

To perform this job successfully, an individual must have knowledge of: Internet Explorer; Microsoft Excel; Microsoft Outlook; Microsoft Word; Microsoft 365; Windows Operating System, Therapist Helper.

Work Conditions:

PCS is a smoke free facility.

PCS is a drug free facility.

PCS does not tolerate workplace violence in any manner or from any source.

PCS does not condone discrimination in any form.
PCS reception room is not wheelchair accessible.

I CERTIFY THAT I HAVE READ THIS JOB DESCRIPTION, IT HAS BEEN EXPLAINED TO ME AND I UNDERSTAND MY DUTIES AND RESPONSIBILITIES AS STATED HEREIN.

Employee Signature

Date

Immediate Supervisor Signature

Date

Prepared By: AWATJEN

Prepared On: 8/25/2009