



Mental Health Center of Denver

Enriching lives and minds by focusing on strengths and recovery

Job Announcement

Job Title: Assistant Central Office Administrator
Reference #: 1354
Facility: Dickenson
Salary: Based on experience
Date Posted: 1/27/12

Status: Hourly
Hours: 40hr/wk, 8am-5pm

Position Summary: Assist the Central Office Administrator by performing all MHCD front office functions, and supporting implementation of organization standards. Provide direct assistance and support to Front Office Managers and Administrative Staff. Cover for absences of Administrative Staff in clinic settings. Provide back-up and administrative support to Central Office Administrator by performing delegated duties.

Essential Job Functions

1. Provide a professional and positive influence for administrative staff when assisting at each clinic or site. Provide support regarding front desk standardization and workload efficacy / production. Periodically, provide on-site training for new front office staff on programs and procedures, including electronic schedule.
2. Participate in and help coordinate Front Office Manager and general Support Staff meetings. Take minutes at designated meetings; prepare and distribute as appropriate.
3. Provide frequent communication and feedback to Central Office Administrator and Front Office Managers regarding any challenges, opportunities, or administrative issues within the various clinics.
4. Travel to various clinics/sites to provide support to administrative staff by performing administrative functions for front desk or administrative staff vacations, vacancies, or other requests.
 - a. Create positive experience for consumers and guests through professional conduct and customer service at the front desk. Ensure front desk and lobby area are aesthetically pleasing, safe, and friendly for all guests
 - b. Receive and screen clinic telephone communications ensuring callers are directed to the appropriate destination in a timely fashion.
 - c. Maintain your Outlook calendar, tasks, and meetings and fulfill email requests as appropriate.
 - d. Accurately schedule consumer appointments with psychiatrists, nurses, and other clinical staff. Input and extract data from the appointment scheduling system.
 - e. Check-in consumers at each visit. Verify demographic and insurance information and collect co-pays. Understand insurance and accounts receivable's to maintain minimal consumer balances.
 - f. Learn and maintain knowledge of basic financial and insurance information. Learn Accounts Receivable ledger and utilize knowledge to consult with

consumers regarding copay, insurance and balance information.

- g. Maintain each consumer's right of confidentiality and privacy (ex. HIPAA rights).
 - h. Read, understand, and excel in procedures for maintaining consistent standards of the paper and the electronic medical record (EMR), which are outlined in the HISM manual and in the monthly eCET updates.
 - i. Ensure prompt handling of documents for filing and scanning: 100% of documents are to be collected, alphabetized; each document requires a consumer identification, medical record number, team number, and consumer last name written in right hand corner of every document, if not visible or legible. Make sure consumer information is in the correct record.
 - j. Complete Requests for Information. Log all record requests into the *eCET External Requests for Information* format; follow the flow-chart "Eternal Requests for Information Procedure". Respond to requests within 14 working days. Enter information in to log to create a paper trail.
 - k. Organize, compose, and produce email, reports, and other documents, through the use of computer programs, ensuring grammar, spelling, and punctuation are correct. Compose some routine correspondence.
 - l. Arrange transportation authorizations and the transportation for dependent consumers.
 - m. Sort and distribute incoming mail, and prepare outgoing mail.
 - n. Copy and fax information as required.
- 5. Learn and support software implementation and maintenance where front office information sharing and efficacy is concerned (i.e., SharePoint, mtSchedule, other)
 - 6. Assist Central Office Administrator with reports and audits.
 - 7. Support Central departments with projects and coverage as needed.
 - 8. Perform other related duties as assigned.

Job Requirements

- Education:** Minimum high school diploma/G.E.D. with some college or post-high school training preferred.
- Experience:** Minimum of five year's front office experience. Bilingual (Spanish speaking) preferred.
- Skills:** Expertise, knowledge and competency in front office operations. Ability to train and influence administrative personnel. Excellent computer skills in a variety of office programs. Innovative in design thinking and strategic planning. Strong positive interpersonal, oral, and written communication skills. Ability to bring a calmness and order in stressful situations or under pressure. Must be professional and have ability to keep confidentiality. Ability and willingness to learn and grow about mental health and organizational growth.