GENERAL PURPOSE: Provides a broad range of office duties and administrative support as directed by the Call Center & Front Office Manager and regional management to facilitate the operation of the office. Includes facilitation of new and existing client records, supporting clinical staff by managing all non-clinical and administrative paperwork, collection of payment for services rendered, and interaction with all departments within the company and with other community agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Greets clients in a warm, friendly, and respectful manner
- Meets the Center’s standards for client fee collection and prior authorization for services
- Performs office duties including, but not limited to: telephone answering, scheduling, data entry, copying, mail collection/dissemination, office supply ordering, daily deposit and cash sheet, Medicaid report, and assuring a clean, organized office space
- Performs clinical recordkeeping tasks, both analog and within the Center’s electronic health record, including: compiling intake packets, typing/filing of chart documents, Point of Entry, opening and closing of charts and chart storage according to the policies and procedures of the Center
- Responsible for activation of potential in self and others to achieve agency goals and objectives
- Meets the Center’s standards for Key Performance Indicators and behavior, attitude, and professional development

Center-Wide Essential Duties and Responsibilities

- Responsible for keeping client information confidential by adhering to Colorado law and policies and procedures for the Center.
- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of the Center; and contractual guidelines.
- Responsible for supporting the Center’s Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a One Team Mindset.
- Completes all administrative paperwork and Qualifacts documentation/time sheet (billing and personnel/payroll) as requested/required.
- Completes required competency training in Essential Learning and additional training as requested or selected by supervisor.
- Reviews and acknowledges Center policies and procedures as requested/required.

MISC. DUTIES AS ASSIGNED
This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any
supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

**SUPERVISORY DUTIES:** None

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or equivalent required
- Office training or previous work in human services setting a plus
- Two years’ previous office experience is essential
- Medical billing experience preferred
- Fluency in English required; Spanish strongly preferred
- Basic Microsoft computer and keyboarding skills
- Ability to enter data on the Center’s computerized record keeping system
- Ability to interact with people in a professional, friendly manner
- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team

**WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works extended hours in front of a computer monitor
- Required to talk and hear
- Often requires sitting and use of hands and fingers, to handle or feel
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop
  - kneel, crouch or crawl
- Vision abilities required by this job include close vision
- The noise level in the work environment is usually quiet to moderate
- Scheduled hours of work may change as program needs change

*I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.*

___________________________________________  ______________
Signature  Date

THE CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.