

Title: Administrative Support Specialist	Exempt or Non Exempt: Non-Exempt
Location: Corporate - Lancaster	Date Reviewed/Updated: October 2008

POSITION SUMMARY

Under the supervision of the Office Manager, the Administrative Support Specialist provides secretarial and administrative support to the assigned office. The Administrative Support Specialist must be able to work efficiently with good organizational skills, express good communication, and demonstrate positive customer service. Key responsibilities include: front desk coverage in assisting clients and visitors; assisting with contacts to behavioral health managed care entities, both for Medical Assistance and commercial funding; coordinating referrals and verifying eligibility; scheduling of evaluations to include coordination with clients and evaluators which includes appointment (schedule/calendar) monitoring and maintenance; maintaining member information; assisting with organizing training schedules and manuals; and providing support in authorization and claim processing.

PRINCIPAL ACCOUNTABILITIES

- Provide front desk coverage for client check-in and customer service.
- Serve as the central scheduling center: scheduling of all appointments/evaluations and maintaining appointment calendars.
- This position will also provide support to the Office Manager in assisting with obtaining further information required for fiscal processing; and tracking evaluation submission to ensure timeliness.
- Organize and manage documentation on referral/eligibility/authorization letters requests for appropriate follow up and scanning. Coordination of documentation processes related to Member records and service request form completion. This includes checking EVS eligibility system for Member benefit coverage for eligibility and fiscal confirmation.
- Standard office duties to include, but not limited to: filing, faxing, correspondence, data entry, mail processing, incoming and outgoing communications, ordering of supplies, assisting with office equipment maintenance and subcontracts, and processing invoices with Office Manager oversight.
- Interface with both internal staff and external entities in providing office function support.
- Assist with the maintenance of employee orientation schedules and updating training manuals.
- Other duties as assigned by Supervisor.

DIMENSIONS

- Reports to: Office Manager, *Hugh S. Smith, Ph.D. & Associates, P.C.*
- Hours: non-exempt level position, typically Monday—Friday, 8:30am—5:00pm, however flexibility is required to meet the needs of the operational demands.

EDUCATION/EXPERIENCE/SKILLS

Education: High School Diploma or equivalent; Associates or Business School degree strongly preferred

Experience:

- 1-2 years experience in professional office setting providing high level administrative support to one or more executives (preferably in the healthcare industry and/or human services industry in a corporate atmosphere).
- Experience with telephone systems, computers, and front desk coordination preferred.

Skills:

- Strong customer services skills.
- Ability to type 40-50 wpm with data entry skills.
- Demonstrate the ability to write, edit, and proofread written materials in a timely fashion.
- Accuracy and attention to detail; thorough.
- Ability to communicate well verbally and in writing.
- Ability to navigate several computer systems, including databases and using PC's in a Windows based environment.
- The incumbent must be organized and be able to work independently with strong time management skills.