

POSITION DESCRIPTION

CLASSIFICATION TITLE: Office Services Specialist

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General Statement of Responsibilities:

This is an administrative support position (FLSA non-Exempt) whose incumbent performs receptionist duties and primary clerical/administrative support to the Coordinator of Adult MH Services, Coordinator of Child & Adolescent & SA Services, Director of Quality Improvement and Prevention, and the Director of Clinical Services at the Eastern Shore Behavioral Healthcare Center of the Eastern Shore Community Services Board (ESCSB). Administrative support is also provided as needed to other clinical staff.

The incumbent reports to and receives supervision from the Administrative and Transportation Services Supervisor. In carrying out position responsibilities, the incumbent performs in accordance with established ESCSB policies and procedures, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

MAJOR DUTIES:

- Serve as receptionist at the Greenbush Road Behavioral Healthcare Center, to include managing the console phone, receiving and checking out consumers, confirming and updating consumer demographic information in the EHR, requesting payment at the time of service and/or referring the consumer to the billing department when appropriate, directing the consumer to the appropriate staff or department when the consumer presents for a reason other than a scheduled appointment, and distributing next appointment cards and school /work excuses;
- Using the EHR, prepare for consumer appointments, to include reviewing “notifications” and “bookmarks” for the day, checking appointments in Profiler, and making necessary adjustments;
- Assist in the management of providers appointments, to include reviewing doctors’ schedules with the nurses; notifying clinicians of cancellations/rescheduling handled over the phone; making

cancellations if the provider is sick; calling consumers to remind them of appointments; printing and reviewing every provider's schedule for the following day to check for double booking, overlaps, etc., and adequate charting time for the doctors;

- Assist in the coordination of consumer transportation;
- Assist with monitoring data such as cancellation lists, rescheduling, and "no shows";
- Maintain a pleasant, organized waiting room;
- Control access to the building beyond the waiting room by maintaining the visitors' log and issuing visitor badges, escorting or calling staff to escort consumers and/or visitors, and ensuring all consumers have left the clinic at the end of the business day;
- Ensure the clinic is properly opened and closed, to include placing the phones on the proper setting each morning and evening, securing the money boxes, turning off lights and appliances, and locking doors;
- Maintain cash boxes to include balancing against receipts;
- Pick up, review, and disseminate staff mail as well as deliver mail to the post office as needed;
- Prepare courier boxes with mail and other information to be delivered and distributed at each site;
- Provide clerical and administrative support (typing, word processing, filing, etc.) to designated directors and staff;
- As needed, assist in written report preparation (e.g. data/information retrieval, formatting, etc.);
- Provide backup receptionist, clerical, and administrative support services to other clerical staff in the administrative office and other facilities;
- Attend in-service training activities, conferences, seminars, etc. related to position responsibilities;
- Per policy, maintain Material Safety Data Sheets, (MSDS) for items received at work site;

- As assigned, record, prepare, and disseminate minutes; and
- Perform other job-related duties as assigned by the Administrative and Transportation Services Supervisor and/or Director of Clinical Services.

QUALIFICATIONS:

The incumbent should have position-related experience providing clerical/administrative support and possess the following knowledge, skills, and abilities.

Knowledge of: Filing systems (administrative and clinical); receptionist requirements; computer applications to include EHR; office equipment operations; English usage; business correspondence; consumer confidentiality; written and oral communications.

Skills (s) in: Using EHR as applicable to position requirements; accurately typing correspondence, reports, memorandum; composing communications; developing/ maintaining a filing system; the English language; data/information retrieval; computer usage; taking and preparing minutes; formatting reports; telephone communications; maintaining effective communications; and in maintaining effective communications with both consumers and staff.

Ability (ies) to: Fulfill job duties using the EHR; manage and adjust clinical schedules; perform clerical/administrative responsibilities in accordance with agency policies and procedures; effectively communicate with all types/levels of people; resolve position-related problems; demonstrate initiative; maintain applicable confidentiality of information; exercise sound judgment; and maintain effective working relationships.

HIPAA Access Level: 1= limited access to consumer information

ORGANIZATION LOCATION:

EXECUTIVE DIRECTOR

DIRECTOR OF CLINICAL SERVICES

ADMINISTRATIVE & TRANSPORTATION SERVICES SUPERVISOR

OFFICE SERVICES SPECIALIST

SALARY AND/OR HOURLY RATE RANGE:

Classification Level III

