



POSITION AVAILABLE
Receptionist/General Clerical
(Starting Salary: \$14.30 - \$15.73/hour DOE)

POSITION TITLE: Receptionist/General Clerical

FLSA STATUS: Non-Exempt

REPORTS TO: Supervisor of Office Services

JOB PURPOSE: Performs general clerical, switchboard, and reception duties in an orderly and efficient manner, maintaining good public relations with staff, clients, visitors, and callers.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Operates telephone, routes calls to appropriate staff in a courteous and efficient manner.
- Greets registers and announces clients and visitors in a polite and business-like manner, as appropriate.
- Verifies/updates current client geographic information.
- Verifies Medicaid insurance through Provider One or scanning Medicaid card and distributes to the Finance Department.
- Makes copies of private insurance information and distributes to the Finance Department.
- Schedules appointments for clients and staff, as directed in the Agency's electronic medical records system.
- Maintains vacation book for staff planned leaves. Also keeps updates on the "Daily Staff Absences" list located on the Agency's local shared drive.
- Assists clients in filling out necessary applications for services, as appropriate.
- Maintains familiarity with and handles client information in accordance with Federal Regulations (42 CFR Part two) and the Revised Codes of Washington (RCW 71.05.390 and RCW 71.24) and other applicable laws pertaining to confidentiality of client and staff information.
- Type correspondence and other related materials and makes photocopies of Agency forms as requested.
- Prepares client reports as directed for the Medical Providers.

- Receipts daily cash and checks and is responsible for reconciling the cashbox, also keep weekly receipt log updated.
- Prepares mail with correct postage. Sorts incoming mail and distributes client mail to case managers.
- Opens and closes office in accordance with checklist and procedures; maintains physical security of agency property and confidential materials.
- Maintains neatness and cleanliness of lobby and front reception area.
- Attends Performance Improvement Meetings on a regularly scheduled basis.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Ability to type 45 words per minute with no errors.
- Ability to use a desk-top computer, with proficiency in use of email, internet, and common business application software (e.g. MS-Word, MS-Excel, MS-PowerPoint).
- Knowledge of standard business letter composition; ability to prepare and edit documents for grammar, punctuation, and spelling.
- Ability to use common office machines, to include copiers, multi-line phones, postage printers, and fax machines.
- Knowledge of standard office practices and procedures.
- Written and oral communication skills, to include ability to compose routine office correspondence.
- Ability to exercise good judgment in evaluating situations, making decisions, and following written and oral directions.
- Strong interpersonal skills and ability to interact in a pleasant and professional manner, both in-person and on the telephone.
- Able to prioritize, organize, work effectively, and meet deadlines with minimal supervision and with frequent interruptions.
- Ability to keep Supervisor of Office Services appropriately informed and to exercise and maintain confidentiality of information as related to this position.
- Ability to multi-task.
- Ability to analyze variable information, recognize anomalies, and reach accurate decisions.
- Knowledge of filing and indexing techniques.
- Good oral and written communication skills.
- Able to provide and receive constructive and well-directed instruction.

PERFORMANCE EXPECTATIONS:

- To accomplish assigned duties and responsibilities in a timely, efficient manner in accordance with deadlines, agency policies, laws and regulations.
- Maintain communication with Supervisor and other Front Office staff to report in a timely manner any daily information that is needed to continue an efficient work flow.
- Participate in providing a supportive, positive, and encouraging work environment.

REQUIRED EDUCATION, LICENSE(S), CERTIFICATION, AND EXPERIENCE:

Education: Minimum High School Diploma/GED.

Experience: Three (3) years of experience as a receptionist or similar office environment.

Licensure: N/A

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential:

- Ability to multi-task.
- Strong keyboarding skills.
- Ability to accept interruption.
- Ability to analyze variable information, recognize anomalies, and reach accurate decisions.
- Knowledge of filing and indexing techniques.
- Ability to use common office machines.
- Able to prioritize, organize, and meet deadlines with minimal supervision.
- Good oral and written communication skills.
- Able to provide constructive and well-directed instruction.
- Able to receive constructive and well-directed instruction.
- Knowledge of ProFiler, Infoscriber, personal computers, and Windows operations.

NATURE AND SCOPE:

Physical Demands:

- Moderate physical effort (lifts/carries up to 25 lbs.)
- Occasionally lifts supplies and equipment.
- Required Protective Equipment: maintain Standard Precautions and uses barriers (gloves, masks, aprons, goggles) appropriately in all potential exposures to body fluids.

Cognitive Skills:

- Effective verbal and written communication skills.
- Effective team building techniques.

Working Environment:

- May be exposed to infections and contagious diseases.
- Works in a clean, well-lighted, and ventilated office.
- Occasionally exposed to patients exhibiting assaultive behaviors.

Working Demands:

- Frequent pressure due to multiple calls, inquiries, and interruptions.
- Contact with clients under a wide variety of circumstances.
- Subject to varying and unpredictable situations.
- Handles emergency or crisis situations.
- Manage collaboratively with other members of PBH staff.
- Maintains familiarity with handles client information in accordance with Federal Regulations (42 CFR, Part two), the Revised Code of Washington (RCW 71.05.390 and RCW 71.24), and other applicable laws pertaining to confidentiality of client and staff information.

Principal Challenges:

- Performing multiple administrative duties in an efficient manner with constant interruptions.
- Maintaining professionalism under a wide variety of sometimes stressful circumstances.

Closing Date

- Open until filled

To apply, forward resume and cover letter to:

Amanda Hill, Human Resources Specialist
Peninsula Behavioral Health
118 E. 8th Street
Port Angeles, WA 98362
Or,
employment@peninsulabehavioral.org
or apply at www.peninsulabehavioral.org

(Equal Opportunity Employer)

NOTICE

The above job announcement is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess all the abilities or aptitudes to perform each duty proficiently. Job requirements may be subject to possible modification to reasonably accommodate individuals with disabilities.