



Job Summary

This role will lead a variety of responsibilities throughout HopeWay Psychiatry & Associates. Primary responsibility will be answering internal and external calls, and providing appropriate information to clients and guests and scheduling appointments with providers. The Outpatient Front Office Specialist is responsible for administration and coordination of the office operations. Position will also provide administrative support as required.

Qualifications

Must possess skills that promote excellence in communication, flexibility, and decision-making.

Understand the importance of protected health information and will abide these confidentiality requirements.

Be familiar with legal issues, ethical issues, and protocols for proper referral or application for various programs.

Ability to Multitask

Detail orientation

Problem Solving

Ability to interact and communicate with people over the telephone, often in stressful situations

Associate's Degree in Administration or related field and 5+ years' experience preferred

High School diploma and 5 years of equivalent experience required

5+ years leading Office Administration

Proven experience & knowledge in administrative management practices & procedures

Advanced Microsoft computer skills and knowledge of office software packages

Duties and responsibilities

Operates switchboard and routes incoming calls to appropriate departments

Schedules appointments with the appropriate provider

Provides information to internal and external inquiries in accordance with policy and procedure regarding disclosure of information.

Prepare and edit correspondence, communications, presentations and other documents using word processing, spreadsheets, and presentation software.

File and retrieve documents and reference materials

Conducts research, collects and analyzes data to prepare reports and documents

Arrange and co-ordinate meetings and events

Monitor, screen, respond to and distribute incoming communications

Receive and interact with incoming visitors

Liaise with internal staff at all levels

Interact with external clients

Perform general office duties, such as ordering supplies, maintaining records management database systems, and performing book-keeping work.

Assists with the maintenance of office equipment

Greet visitors and assess what information or access should be given

Review operating practices and implement improvements where necessary

Works on additional projects as assigned

Competencies

- Works with a high degree of integrity
- Strong work ethic
- Ability to be flexible
- Strong collaborator
- Caring and compassionate
- Strong verbal and written communication skills
- Works with professionalism and respect