

JOB DESCRIPTION

JOB TITLE: Administrative Assistant

DIVISION: Counseling Center

SUPERVISOR: Mental Health Program Director

CLASSIFICATION: Non-Exempt / Part-Time /Full-Time

LOCATION: Lake Elsinore

ORGANIZATION MISSION STATEMENT

We believe in providing quality and individualized services and support to children, youth, and adults. We strive to meet our clients where they are and walk beside them--wherever that journey may lead them.

JOB SUMMARY

Under the guidance of the Mental Health Program Director, the Administrative Assistant performs a variety of administrative and clerical tasks.

Minimum Educational Requirements

- Administrative Assistant will have the minimum of a High School Diploma with preferred experience in billing/payroll, data management, and usage of electronic health records (EHR)
- Bi-Lingual preferred
- Experience within the mental health field preferred
- The ability to pass a thorough background investigation (i.e., Criminal Record Clearance, Child Abuse Index and FBI Background Check)

JOB DUTIES AND RESPONSIBILITIES

- Involvement and participation in team meetings
- Work independently and within a collaborative treatment team
- Attend and participate in special events, conferences, and workshops/ trainings within the mental health system and the community
- Support and recognize, accept, and seek to understand social and multi-cultural factors within the of mental health field
- Attendance within networking events and activities
- Usage of technology in a proficient manner
- Website building, design, and management
- Management of SEO/ SEM
- Data management
- Metrics tracking and data input
- Submission of insurance claims
- Tracking insurance eligibility
- Verification of licensed and registered professionals' status (Board of Behavioral Sciences)
- Run federal and state level database checks
- Follow-up with problematic insurance claims and non-payments
- Sending client Superbills/ statements
- Monitor satisfaction within mental health services and support received

- Organization of office supplies to include online resources
- Greet and welcome guests when they arrive at the office
- Taking client payments
- Overseeing client referrals
- Assistance and support of billing and payroll management
- Creation of social media posts
- Management of social media accounts
- Google and Facebook Ads marketing
- Content creation
- Monitoring of staff workflow
- Assurance of data alignment between time recording applications within payroll and billing
- Oversight of training calendar and logs
- Completion of accounts receivable reports
- Monitoring and compilations of federal and state law and ethics
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone and intake calls
- Ensure entrance area is tidy, clean, and presentable, with all necessary stationery and material (e.g., pens, forms and brochures)
- Provide basic and accurate information in person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the front desk (monitor logbook)
- Order front office supplies and keep inventory of stock
- Managing and updating calendars and schedule meetings
- Arrange travel and accommodations and prepare vouchers
- Keep updated records of office expenses and costs
- Ability to open/ close office
- Perform other clerical duties such as filing, photocopying, transcribing and faxing

QUALIFICATIONS

- Proficiency in Google Workspace and Microsoft Teams
- Familiarity with Google Data Studio
- Experience with Google and Microsoft Office Applications
- Hands-on experience with office equipment (e.g., fax machines and printers)
- Professional attitude and appearance
- Ability to be resourceful and proactive when issues arise
- Strong organizational skills
- Commitment to excellence and high standards
- Excellent written and verbal communication skills
- Ability to understand and follow written and verbal instructions
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm

WORK ENVIRONMENT

Employee shall work in a non-hostile work office environment. The employee is expected not to engage in any activity that unreasonably interferes with performance of any other employee, such as sexual harassment, unlawful discrimination or any other behavior that unduly demeans or intimidates another employee. As an essential function of this position, the employee must be able to handle levels of stress satisfactorily and be congenial with other employees, clients, and other agencies at all times. Work environments vary from a climate-controlled office setting to working outdoors with temperatures ranging from mild/moderate to extreme cold/heat.

PHYSICAL DEMANDS

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 essential functions. The following lists physical demands an employee will perform on a regular basis:

- Hearing and speaking to communicate within normal range, give directions to small or large groups of people and exchange information in person and on the telephone
- Read printed material and computer screens
- Ability to conduct a verbal conversation in English or other designated language
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment
- Ability to push and pull objects up to (40) pounds
- Ability to carry up to ten (10) pounds frequently, and twenty (20) pounds occasionally
- Ability to lift up to ten (10) pounds frequently, and twenty (20) pounds occasionally
- Ability to exhibit a full range of motion for shoulder, elbow, back, hip and knee
- Ability to sit for extended periods of time, stand, stoop, kneel, bend, climb, and walk
- Ability to climb stairs, slopes, steps, ramps, and ladders
- Ability to work in a wide range of weather conditions
- Kneeling, bending at the waist and reaching overhead above the shoulders and horizontally to retrieve and store files and supplies
- Ability to operate a motor vehicle in a safe and effective manner
- Practice all work in a manner that is culturally humble and knowledgeable of cultural differences

SEND RESUME TO:

Kamali'i Counseling Center
Attention: Jennifer Hyatt
Email: jhyatt@kamalii.org
Fax: (951) 674-9486

Complete:

Employment Questionnaire
(link on website)