

Position Description:

Mental Health Resource Center is looking for a **Medical Office Assistant** at our Northside psychiatric facility. This is an ideal opportunity for an individual who is dedicated to providing a professional and caring environment for individuals in need of mental health services. The Northside facility serves children, adolescents and adults.

The Medical Office Assistant is responsible for general office duties that include answering the main switchboard and greeting and assisting all internal and external customers. The Medical Office Assistant also completes medical office duties related to scheduling appointments, verifying information, collecting patient fees, and billing services.

The essential functions include but are not limited to:

Receptionist Functions:

- Greets and assists internal and external customers upon entering the facility in a professional manner.
- Answers the main switchboard in a timely, courteous manner. Operates switchboard with a minimum of four incoming lines, takes and routes messages properly, and processes all incoming telephone calls for the facility.

Medical Office Assistant Functions:

- Schedules, reschedules, cancels, and confirms appointments face-to-face and on the telephone for the Psychiatrists, Advanced Registered Nurse Practitioners (ARNP) and Clinicians.
- Checks in all individuals at the front desk and directs them to the appropriate clinical staff to ensure schedule is followed. Verifies address and phone number of all individuals served at time of check in.
- Collects fees, writes receipts and records cash receipts.
- Completes financial duties including verification of insurance on initial visits for new patients and regular visits for existing patients. Instructs patients on pay scales or fees.
- Accurately bills the daily service tickets for Psychiatrists, ARNPs, and Clinicians.
- Makes requests for interpreters as needed

Position Requirements:

In order to be considered, candidates must have a High School diploma or equivalent required; some college or additional technical training preferred.

Ability to use a multi-line phone and paging system.

Proficiency in Microsoft Office programs and use of the Internet.

Proficiency in the MHRC MIS System demonstrated within three months of employment.

One year office experience or experience in the health care field preferred.

Excellent customer Service skills are essential and this individual must be able to interact appropriately with internal and external customers, including individuals served, families, caregivers, community service providers, supervisory staff and other department professionals.

Position Details:

This position is a Full Time Days position: Monday through Friday, 8:00am to 4:30pm (may work occasional evenings).

This full time position offers a comprehensive benefits package.