

Position Description:

Renaissance Behavioral Health Systems is looking for an **Office Assistant-Floater** to join its Business team in the Jacksonville area. This is an ideal opportunity for an individual who has good time management skills and is comfortable with working in an ever changing team atmosphere.

The Office Assistant-Floater provides administrative and clerical support to Renaissance Behavioral Health and Mental Health Resources Center departments as assigned.

Some of the duties include but are not limited to:

- Completes duties and fills in for positions in departments at all RBHS and MHRC locations as assigned.
- Provides phone coverage in a timely, courteous manner.
- Provides data entry for services, payments, adjustments, appointments, registrations and enrollments through the patient information system.
- Conducts intake interviews for both outpatient and inpatient departments.
- Prepares insurance claims for submission to insurance companies and payment/denial follow up.
- Assists individuals with the completion of the sliding fee application.
- Performs insurance verifications.
- Prepares bank deposits. Delivers monies to banking institutions and returns bank receipts to accounting department for approval.
- Ensures compliance with internal and external confidentiality policies.

Position Requirements:

In order to be considered, candidates must have a High School diploma or equivalent **and** one year general office experience is required.

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

Proficiency in Microsoft Office programs and use of the Internet.

Proficiency in electronic records and billing software demonstrated within three months of employment.

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.

Requires telephone and person-to-person interactions with individuals with mental illness in an outpatient setting and locked unit.

Position Details:

This position is a Full Time position: hours for this position are to be determined by the supervisor and vary based on assignment.

This full time position offers a comprehensive benefits package.