

Mental Health Resource Center, a comprehensive mental health center and Joint Commission accredited organization, is seeking an **Office Manager** to join its FACT team in the **Jacksonville** area. This is an ideal opportunity for an individual who is dedicated to providing a professional and caring environment for adults in need of mental health and social services.

The Office Manager performs administrative and clerical duties to support and assist work activities of FACT Program. The FACT Program is a multi-disciplinary, clinical team that provides services to adult persons with severe and persistent mental illness.

Some of the responsibilities of the position include but are not limited to:

- Assists program staff in generating correspondence, meeting minutes, forms, copying, and completing reports.
- Maintains all files, records of program correspondence and reports, as well as other materials.
- Receives, sorts, and distributes all incoming mail.
- Responsible for medical records management and filing; assures records are in compliance with agency policies and the State contract.
- Answers telephone, greets, assists, and announces visitors.
- Reviews staff service entries for accuracy and notes issues or discrepancies. Once services are accurate, submits information for billing.
- Completes reporting for the FACT Program.
- Maintains and reorders Petty Cash.
- Completes, tracks, and monitors program compliance with required drills and quality improvement measures.
- Monitors use of office supplies and orders supplies as needed.
- Maintains Bus Tickets for the FACT Program.
- Maintains sign out sheet for the department staff.
- Trains new employees and other clerical support staff to fill in during absences or vacancies.

Position Requirements:

In order to be considered, candidates must have a High School Diploma or equivalent **and** two years of general office experience required.

Must demonstrate proficiency in Electronic Health Record and Patient Billing System within three months of employment.

Proficiency in Microsoft Office Programs, Outlook and use of the Internet required.

Completion of all paperwork, reports, and system entries must meet internal and external guidelines for content, accuracy and timeliness.

Excellent customer service skills required and candidates must be able to interact appropriately with internal and external customers, including individuals served, family members, community service providers, supervisory staff and other department professionals.

Position Details:

Full Time Shift: Monday through Friday, 8:00am to 4:30pm

This full time position offers a comprehensive benefits package.