

# **Office Administrator**

## **Overview:**

Answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at ETSMD.

## **Duties and Responsibilities**

### **Public Representation:**

- Operate telephone systems to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific locations.
- Provide information about ETSMD, such as location or services provided
- Schedule appointments and maintain an update appointment calendars.
- Manage incoming and outgoing correspondence, including emails, faxes, mail and packages; prepare outgoing documents

### **Patient Records:**

- Screen new patients and enter specific data into Electronic Medical Record
- Check insurance status, obtain required authorizations/referrals and maintain up to date records
- Provide assistance to staff on clinical documentation

### **Administrative:**

- HR Administration: maintain up-to-date personnel and supplementary files, including tracking staff training against requirements
- Accreditation - support executive team in meeting accreditation requirements
- File and maintain records.
- Perform administrative support tasks
- Keep a current record of staff members' whereabouts and availability.
- Operate computer systems, including scheduling, email, office, accounting and electronic medical records/billing software.
- Maintain inventory of all company property, including computers, telephones, etc.

### **Office Management:**

- Manage office and break room inventories, ordering supplies as necessary.
- Manage office equipment, and arrange for maintenance/repair as needed.

- Perform duties such as taking care of plants or straightening magazines in the reception area.
- Schedule space or equipment for special programs and prepare lists of participants.

**Competencies:**

- Ability to use accounting, database, financial analysis, graphics, email, scheduling, office suite, and medical records/billing software.
- Clerical Knowledge of administrative and clerical procedures and systems such as, managing files and records,, designing forms, and other office procedures and terminology.
- Customer and Personal Service Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Oral Comprehension and Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Speaking and Oral Expression — Talking to others to convey information effectively so that others understand.
- Service Orientation — Actively looking for ways to help people.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Service Orientation - actively seeking ways to help.
- Near Vision — The ability to see details at close range (within a few feet of the observer).

**Requirements:**

High School Diploma or equivalent required.

Two years experience, preferably in a medical office environment.