

ILIULIUK FAMILY AND HEALTH SERVICES, INC.
Job Description

JOB TITLE: **Administrative Assistant/Accounts**

FLSA Job Status:	Non-Exempt
Education/Licensure:	Minimum of a high school diploma or equivalent.
Pay Rate:	\$14.00 per hour or DOE
Department:	Administration
Supervisor:	Director of Financial & Administrative Services
Date:	May 2005

I. ORGANIZATIONAL SUMMARY

- A. Reports to:** DFAS & Executive Director
- B. Key Working Relationships:** Medical Practitioners, Medical Support Staff, Mental Health Clinicians, and Administration.
- C. Primary Customer Groups:** External Practitioners, patients and their families, and vendors/customers
- A. Age of Patients Served:** All Ages

II. STANDARDS OF CONDUCT

- A. Appearance:**
 - 1. Maintain a professional personal appearance, and abides by the dress code at all times while working and representing IFHS.
 - 2. Demonstrate actions that support maintaining a positive and clean facility appearance.
- B. Attitude:**
 - 1. Acknowledge customers; smile and maintain eye contact.
 - 2. Apologize for problems, inconveniences, and wait times.
 - 3. Be kind, sympathetic, and helpful.
 - 4. Thank all customers for choosing IFHS.
- C. Respect:**
 - 1. Treat customers (patients, guests, colleagues), as I would want my family treated.
 - 2. Treat colleagues (employees, physicians, volunteers) as professionals.
 - 3. Be accountable in meeting customers' requests and needs.
 - 4. Recognize and respect differing viewpoints and beliefs.
 - 5. Have reverence for diversity and perspective of all people.
- D. Ownership/Accountability:**
 - 1. Act as an ambassador of IFHS.
 - 2. Anticipate and exceed customer needs and expectations.
 - 3. Understand and accept responsibilities.
 - 4. Demonstrate a proactive approach to all issues/problems/concerns.
- E. Communication:**
 - 1. Acknowledge customers/patients.
 - 2. Keep customers/patients appropriately informed.
 - 3. Maintain confidentiality.
 - 4. Use proper voice and e-mail etiquette.
 - 5. Use proper and professional telephone etiquette.
 - 6. Demonstrate positive and proactive communication skills to include active listening.

III. JOB SUMMARY

A. Schedule: Monday to Friday

B. Duties:

1. Receives and records currency & checks in payment of A/R.
2. Prepares and posts adjustments for overpayments.
3. Prepares and posts adjustments for contractual and sliding scale discounts.
4. Posts all other account adjustments as directed by DFAS.
5. Files explanation of benefits according to week received/posted.
6. Responsible for completing of FESC data collection forms.
7. Coordinates with AR/Collection Specialist regarding underpayments or denials from third party payers and makes copies of EOB to give to AR specialist for appeals and filing secondary insurance.
8. Coordinates with Patient Services/Advocate in evaluating and processing sliding scale applications and modifying accounts in the Medical Management Software.
9. Back-up Patient Services as needed.
10. Other work-related duties assigned by DFAS.

IV. ESSENTIAL FUNCTIONS

1. Prefer experience in medical office setting.
2. Must be able to interact in English with staff, patients, and public both verbally and written.
3. Must have manual dexterity of hands/fingers for very frequent computer work, writing, and filing.
4. Involves occasional lifting up to 30 pounds and occasional push and pull up to 25 pounds.
5. Involves very frequent sitting, standing, and infrequent walking.
6. Involves occasional telephone use.
7. Must have vision adequate to read 12-point type with or without use of corrective lenses.

V. ACKNOWLEDGMENT

I have reviewed and understand the responsibilities of this position description.

Signature of Employee

Date