

## POSITION DESCRIPTION

**JOB TITLE:** Administrative Assistant (32 hours)

**DEPARTMENT:** Psychology and Clinical Services

**REPORTING TO:** Program Director

**FLSA STATUS:** Non-Exempt

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**Summary Statement:** Provide support to departmental professionals by scheduling clients, coordinating educational courses, setting up and maintaining program records, and performing various related clerical duties, including computer input, working within the limits of prescribed routines.

### **Essential Functions:**

- Answer incoming telephone calls, determine caller needs, provide information, handle or direct calls as appropriate.
- Schedule client appointments, group services, testing, orientations and therapy room reservations.
- Coordinate procedures related to clinical services and forensic programs.
- Maintain schedules, accept and process fee payments, send confirmation letters and order course materials for departmental educational courses.
- Generate initial admittance forms, Face Sheets.
- Incorporate various professionals' reports into one final report, make corrections, process for signatures, and submit completed report to Records department.
- Submit Interoffice Referrals as required.
- Maintain activity logs for forensic services.
- Order and maintain departmental office supplies and testing materials.
- Obtain charts/charge tickets for professionals as required by daily schedule.
- Provide range of assigned clerical routines including typing, copying, faxing, preparing overheads/handouts, sorting and distributing mail, etc.

### **Other Duties Include (but not limited to):**

- Maintain safe work areas and comply with safety procedures and equipment operating rules.
- Perform or assist with any departmental operations, as required or directed to maintain work flow and meet production schedules and requirements (i.e., run errands, make document deliveries, pick up supplies, etc.)

- Arrange and/or participate in departmental and other meetings to integrate activities, communicate issues, obtain approvals, resolve problems and maintain specific level of knowledge pertaining to new developments, requirements and policies.
- Serve as back-up scheduler and support for front desk as necessary.
- Serve as back-up for scoring behavioral and ADHD rating scales using manual and computerized methods.

**Qualifications:**

- Equivalent to high school diploma plus additional specialized training in job-specific software applications and 6 months experience in general office duties, including operation of general office equipment
- Experience working with Microsoft Office including Outlook, Word, Excel, and PowerPoint
- Effective oral and written communication skills

**Tools and Equipment:**

- Standard office equipment such as copier, printer, fax machine, binder, postage meter
- Variety of scheduling, spreadsheet, data entry, word processing, billing, and protocol testing and scoring software applications
- Standard transcription equipment

**Physical Requirements:**

- Frequent changing of sitting and standing positions throughout working hours
- Occasional lifting up to approximately 10 – 15 pounds
- Visual requirement equal to that of one whose work deals largely with computer terminals, transcriptions, etc.
- Talking to convey detailed information
- Frequent typing for sustained periods of time
- Ability to travel occasionally between local sites

**Working Conditions:**

- Work is performed primarily in office environment.

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Signature

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Date