

NORTH CENTRAL BEHAVIORAL HEALTH SYSTEMS, INC.

POSITION DESCRIPTION

POSITION: Front Office Secretary/Receptionist Float

DEPARTMENT: Support Services

IMMEDIATE SUPERVISOR: Manager-Support Services

Position Summary:

Arranges for the efficient and orderly processing of clients. Insures that accurate client information is collected and that clients are aware of agency policies and procedures. Serves as secretary / receptionist accepting telephone calls and taking messages, in addition to assigned duties.

Qualifications:

Knowledge/Skill/Experience

- * High School diploma or equivalent
- * Accurate typing speed of 40 to 50 wpm
- * Good command of English language with optimum spelling accuracy
- * Minimum of five years' experience or college courses equivalent to two years of college
- * Human relations skills to use tact and diplomacy in contacts with employees and the public
- * Verbal ability to receive and impart accurate information
- * Clerical perception to proofread typewritten copy and file records
- * Knowledge of keyboard /computer/word processing is mandatory
- * Ability to be aware of the matters being handled, be able to exercise good judgment and be able to function under limited supervision
- * Good listening and speaking skills are required.
- * Precise diction with a well-modulated voice
- * Manual dexterity is essential for equipment operation

Analytical Ability / Problem Solving / Concentration

- * Concentration needed for general office atmosphere
- * Problems solved by procedures, policies and precedents
- * Uses discretion to retain information which is confidential
- * Exercises good judgment in determining appropriate call handling
- * Able to concentrate and perform accurately under high traffic and stressful circumstances

Contact With Others (Internal / External)

- * Internal contacts with all departments and all level of employees
- * External contact is via phone and involves receiving and conveying information
- * Frequent contact with outside agencies, staff, legal systems
- * Vocal contact with clients, physicians, visitors, staff, insurance companies

Supervision (Received and Given)

- * Supervised by the Front Office / Reception Supervisor
- * Has no individual supervisory responsibilities
- * Actions limited by department / agency policies/procedures

Work Environment / Physical Demands

- * Refer to **Physical Requirements Analysis**
- * Modern switchboard office environment and equipment
- * Must tolerate being seated for extended periods of time
- * Requires manual dexterity
- * Must be constantly alert for various emergency code situations
- * May be exposed to stressful conditions regarding clients/families
- * Exposed to prolonged and strenuous visual acuity
- * Performs repetitive tasks

Responsibility / Accountability For Money, Equipment, Materials, Client Care, Safety of Others

- * Responsible for the proper care and usage of various types of equipment
- * Balances the log book at the end of each day
- * Prepares daily cash received and makes bank deposits at completion of day
- * Reports any unsafe act, equipment, or circumstance to supervisor
- * Responsible for confidentiality of client and agency information
- * Accountable for meeting various deadline response times with regard to requests for information from various state and/or federal agencies

Major Responsibilities:

- * Performs secretarial duties for all agency staff in one of the agency's offices.
- * Keeps records of all appointments, Functions as the agency receptionist; answers the phone and screens all in-coming calls.
- * Composes routine letters and processes them.
- * Maintains daily log of in-coming telephone calls.
- * Transmits information to callers in compliance with agency policy, confidentiality, and release of information policies.
- * Pages agency staff on the intercom as requested.
- * Pages for Emergency Codes, as appropriate.
- * Receives disaster information, notifies proper personnel and departments, and signals "all clear" when appropriate.
- * Pages authorized personnel over beeper system as requested.
- * Informs appropriate personnel of meetings, fire drills, disaster drills, and other agency functions by announcing them over the intercom.
- * Maintains current phone list of departments, department heads, key personnel and all extension numbers, as well as phone numbers of other agencies within the area, and emergency numbers (fire, police, on-call personnel and physicians).
- * Directs visitors, clients, doctors, staff, etc., to proper locations as needed.
- * Tracks down physicians, key personnel, visitors and others within reason when necessary.
- * Reports agency problem calls, prank calls, etc. to supervisor.
- * Explains agency policy, regulations, restrictions to the clients and public as requested.
- * Contacts police, fire departments as needed and directed.
- * May sort and mark mail for courier and/or distribution if necessary.
- * Responsible for neat and uncluttered switchboard and desk area.
- * Does filing, typing letters, mailing literature, brochures, copying, and other necessary duties as required.
- * Keeps master schedule of all client appointments; assists clients in the completion of necessary personal data forms.
- * Receives client fees and keeps records of same.
- * Performs necessary steps to open the office in the A.M. and close the office in the P.M.

- * Is responsible for setting up all of the house psychiatrists' appointments weekly and making sure records are complete and present.
- * Is responsible to see that cash on hand equals \$20.00 daily and must balance cash box and payments received daily and take cash received to the bank.
- * Performs other duties as required or assigned.

The above statements reflect the general duties considered to describe the principal functions of the job as identified, and shall not be considered as a detailed description of all the work requirements that may be inherent in the position.

Essential Job Functions:

The major responsibilities preceded with asterisks are considered essential job functions.

If you are interested in this position, please send application/resume to: hr@ncbhs.org or mail to NCBHS, PO Box 1488, LaSalle, IL 61301.