

## **Scheduler/Administrative Assistant**

Brookings Behavioral Health and Wellness (BBHW) is a non-profit community mental health center whose mission is to: Provide comprehensive, integrated behavioral health services that promote personal well-being and quality of life for all. We promote a family atmosphere and are looking for individuals who share our passion for providing quality patient care and excellent customer service.

BBHW is seeking a **Scheduler/Administrative Assistant**. This person is responsible for participation in the provision of high quality administrative and support service to the center-wide behavioral health team. S/he is expected to work under supervision and where necessary on his/her own initiative as part of that team.

### **Principal Duties and Responsibilities**

- 1) Provide high quality support to the behavioral health team – especially through expert reception and scheduling; including telephone and/or face-to-face contact with consumers – all of whom will be dealt with in a responsive and courteous manner.
  - a. Front desk reception to include greeting and checking patients in/out, as well as collecting payments, assist patients with completion of registration forms and updating information.
- 2) Answer multiline phone system and triage phone calls with appropriate etiquette.
  - a. Receiving and distributing messages from telephone/voice mail/email as appropriate, taking clear messages and passing these promptly to the appropriate member of the team using judgment of urgency.
- 3) Schedule appointments, manage schedule for 15 providers.
- 4) Obtain information concerning behavioral health consumers and communicates that information to clinical personnel to assure that necessary information is available.
- 5) Maintain paper based and computer records systems.
- 6) Provide efficient data entry into the behavioral health information systems as required, ensuring data accuracy and quality.
- 7) Provide routine clerical assistance, including typing letters, reports etc., and photocopying, faxing, filing and taking minutes.
- 8) Opening, sorting, screening and delivering mail.
- 9) Responding to requests promptly and in a responsive and courteous manner.
- 10) Participating in business and other team meetings regarding service planning and to assist in the implementation and continual review of systems to ensure good practice.
- 11) Working as a team member of both the administrative team and behavioral health team, providing coverage within these teams as necessary.
- 12) Perform other position related duties as assigned.

### **Required Skills or Abilities**

- 1) Excellent written and verbal communication skills and ability to communicate complex information.
- 2) Experience working in a fast-paced environment requiring accuracy of reporting and recording.
- 3) Proficient with Microsoft Office, as well as software for scheduling, accounting software and EMR.
- 4) Ability to demonstrate initiative and collaborative capabilities.

- 5) Ability to make decisions and find solutions independently with accuracy and attention to detail along with the willingness to problem solve and work as a team to improve processes.
- 6) Ability to prioritize duties while maintaining schedules and deadlines.
- 7) Capable of handling multiple tasks in a calm and professional manner under extreme circumstances.
- 8) Follow appropriate legal and ethical professional conduct in compliance with HIPAA regulations and security provisions.
- 9) Adherence to BBHW policy and procedures

**Required Knowledge, Experience or Licensure**

- 1) Experience with MS Office products required; previous EMR experience preferred.
- 2) Reliable transportation is required.

**To apply, please send your resume, cover letter and salary requirements to:**

[mbfishback@brookingsivycenter.org](mailto:mbfishback@brookingsivycenter.org), or fax to: 605-697-2874

Please visit our website at [www.brookingsivycenter.org](http://www.brookingsivycenter.org)