

## Senior 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 an **Senior 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

- 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.
- 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.
- Obtain information concerning behavioral health consumers and communicates that information to clinical personnel to assure that necessary information is available.
- Maintain paper based and computer records systems.
- Provide efficient data entry into the behavioral health information systems as required, ensuring data accuracy and quality.
- Provide routine clerical assistance, including typing letters, reports etc., photocopying, faxing, filing and taking minutes.
- Opening, sorting, screening and delivering mail.
- Responding to requests promptly and in a responsive and courteous manner.
- 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.
- Working as a team member of both the administrative team and behavioral health team, providing coverage within these teams as necessary.
- Management of Accounts Payable
- Credentialing of clinicians and medical staff
- Productivity Reporting
- Assistant with Clinical QA Reporting
- Other duties as assigned.

### Required Skills or Abilities

- Excellent written and verbal communication skills and ability to communicate complex information.
- Experience working in a fast-paced environment requiring accuracy of reporting and recording.
- Ability to demonstrate initiative and collaborative capabilities.
- Ability to work collaboratively to problem solve and implement solutions.
- Ability to demonstrate excellent skills in time management and priority-setting.
- Knowledge of community mental health, state, federal and HIPPA regulations regarding privacy and confidentiality of health information.
- Adherence to BBHW policy and procedures

### **Required Knowledge, Experience or Licensure**

- Associates degree in business, health administration or similar field required. Bachelors degree preferred.
- Experience with MS Office products required; previous EMR experience preferred.
- Reliable transportation is required.