

# ARISE

## Job Description

**Job Title:** Administrative Assistant/ Receptionist, Grade Level 3  
**Reports to:** Clinical Operations Manager  
**FLSA Status/Schedule:** Non-Exempt; Available to work nights and Saturdays  
**Location:** Syracuse

**ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.**

### **Qualifications:**

- Medical Administrative Assistant degree and one (1) year experience working in an outpatient mental health facility; or equivalent combination of education and experience
- Excellent interpersonal skills with demonstrated ability to function autonomously and as a team member
- Strong customer service skills
- General organizational skills with accurate attention to details
- Working knowledge of computer software programs (MS Word and Excel) and ability to learn new software; working knowledge of patient scheduling software (electronic health records) required
- Some understanding of Adult and Children's mental health services
- Successful clearance of required prescreening checks

### **Essential Functions:**

- Represent ARISE professionally by always acting with the highest ethical standards
- Assure that clients are comfortable and welcome at ARISE
- Open doors on Saturdays for clients coming into the building for appointments in the clinic
- Maintain focus on security and ensure adherence to safety policies
- Monitor reception window, check clients in, collect and enter co-pays, schedule appointments, answer the phones and take messages
- Prepare charts for the psychiatrists/psychiatric nurse practitioners, ensuring that all medical records and proper paperwork are in place prior to the client's visit
- File psychiatrist/psychiatric nurse practitioner notes in charts
- Call clients who missed appointments with doctors/psychiatric nurse practitioners and reschedule them
- Provide assistance with insurance verification and faxing insurance forms as needed
- Make appointment reminder calls for psychiatrists/psychiatric nurse practitioners; send reminder cards as necessary
- Pull client cases for the psychiatrists/psychiatric nurse practitioners the day before each visit
- Participate as part of the ARISE Mental Health Clinic team, provide clerical support as needed
- Uphold the codes of conduct and ethics as well as all ARISE policies and procedures
- Exercise sound judgment as a matter of course, and hold protected health information and other sensitive information in the strictest of confidence in accordance with ARISE and HIPAA policies
- Front desk reception coverage downstairs in the main lobby, as needed
- Other duties as assigned

**Additional Evening Coverage Essential Functions:**

- Obtain schedule of evening appointments in EVOLV
- MH Clinic shift ends when the last client is out of the building and all areas have been checked to ensure that electrical devices (coffee machine, noise machines, etc.) have been turned off
- Ensure the building is empty prior to locking up

**Benefits:**

- Generous paid time off includes:
  - 12 holidays
  - 20 Earned Time Off days in years 1 & 2; increases to 25 ETO days after 2 years
- Participation in the 401(k) plan can start soon following date of hire; employer match after one year includes 100% vesting immediately
- Very affordable, comprehensive group medical insurance coverage, as well as dental and vision coverage
- Flexible spending arrangement (medical / dependent care)
- Free life insurance and long term disability coverage
- Free / Confidential Employee Assistance Program
- Option to enroll in voluntary benefit plans at annual open enrollment