



4804-A Lacey Blvd. SE Lacey, WA 98503 ~ 360-799-5782

Job Announcement

Position: Administrative Assistant

Location: Lacey, WA

Our clinic serves clients with mental health and chemical dependency needs. We are an organization with a strong culture that emphasizes a passion for learning, pursuit of excellence, and teamwork.

We are seeking a *part-time* front office Administrative Staff who will be responsible for setting the entire tone of the patient visit, handling each patient encounter with care, friendliness, and professionalism.

Successful candidates will have the following qualities:

- Must be able to pass a criminal background check.
- Truly customer oriented -- will enjoy interacting with the public on a consistent basis
- Naturally friendly, caring, and outgoing
- Able to stay calm in tense situations
- Very detail oriented
- Able to understand and remember complex information related to insurance coverage
- Superior written and spoken English skills
- Very comfortable interacting with all cultures and backgrounds, especially underserved populations
- Professional, office-appropriate appearance
- Excellent typing and computer skills
- Excellent work ethic - punctual, attentive to duties, high self-expectations, and be able to protect client's confidentiality
- Two + years of higher education preferred
- Understanding of healthcare preferred

Primary responsibilities include:

- Greets patients and guests, in person and by phone, in a prompt, courteous, and helpful manner
- Collects and processes Urinalysis (UA) from clients
- Collects co-pays and co-insurance at the front desk using a point of service card reader.
- Responds to inquiries, takes messages and provides accurate information regarding schedules and services.
- Provides reminder calls and follow-up to clients with regards to their upcoming appointments.
- Checks in, registers, and schedules patients in the patient management system.
- Maintains appointment schedule and follows office scheduling policies
- Routes, scans, faxes, and/or files documents and mail appropriately
- Types/transcribes memos, minutes, and other documents
- Assists other departments when called upon
- Works collaboratively in groups and takes initiative.
- Maintains referral data and works collaboratively with various referral coordinators.
- Uses the clinic's electronic scheduling system and Telehealth platform scheduling for appointments.
- Ability to schedule patients in a timely manner.



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To apply, you need to send the following 2 items as email attachments.

- Your resume with contact information and PMHS job application form. Your resume is not a substitute to PMHS job application form.

- Your written answers to at least four of the following questions:

1. Tell us a little about yourself.
2. What is your best attribute?
3. Summarize your thoughts on mental health, chemical dependency, and mental/behavioral health services.
4. How would your previous co-workers describe you and your work?
5. What about this job is attractive to you?
6. Our motto is "Dignity, Care, Respect." What does this mean to you in the context of this job description?

Please submit all required information to:

Pathways Human Resources
Email: applicant@pathwaysmhs.org
Fax: 360-539-1715
Website: www.pathwaysmhs.org