



Progress House Front Desk Associate

Job Description

Business Unit: Recovery Residences
Department: Progress House
Reporting To: Director, Operations
Date Created: 12/30/2019

Location: Indianapolis, IN
EEO Category: Administrative Support Workers
FLSA Classification: Full Time, Non-Exempt
Date Modified:

Position Summary

This position is responsible for overseeing the front desk operations of the business in a manner that promotes the mission of the organization.

Essential Responsibilities

Clerical Office & Customer Service Support

- Answer incoming calls in a professional manner.
 - Timely and accurate set up of interviews and admissions for potential residents
 - Direct phone calls to appropriate staff
- Proper record keeping of bookings and waitlist
 - When a potential resident calls in make notes about the conversation or interview, timely and accurately update records
 - Timely and accurate book appointments according to staff availability
- Organize residential forms and hand them out as needed
 - Keep all paperwork in proper files
 - Protect any PHI by filing information in appropriate files
- Answer resident questions
 - When POD employee doesn't have the answer get ahold of appropriate staff on a timely basis
- Perform cleaning duties assigned per shift
 - Compliant with detail guidelines
- Assist in the admission process
 - Timely and accurately fill out new admission paperwork when needed
 - Make sure staff doing admission has all relevant paperwork
- Keep visitors out of building unless during visitor hours or during 12 step meetings
 - Ask all visitors to sign in before entering building
- Organize and deliver mail and packages to residents
 - Timely and accurately place mail in appropriate mailboxes.

Coordination and Communication

- Build and maintain caring and trusting relationships with clients and family members
- Collaborate and communicate with all parties involved in working towards identified goals

- Build and maintain strong working relationships with Aspire staff and supervisors
- Respond appropriately to direction and constructive criticism from management
- Respond in a calm and effective manner to a variety of demands, projects and personality types
- Communicate with case managers and/or other care providers and treatment facilities for potential clients

Core Values

- **People** - Passionately believes in people and embraces diversity
- **Integrity** - Does the right thing even when no one is looking
- **Laughter** - Believes that laughter is truly the best medicine
- **Learning** - Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** - Sets an intentional culture of personal responsibilities; believes everyone carries the load
- **Relationships** - Serves colleagues and consumers with love, empathy and compassion

Position-Specific Competencies

- **Helpful** - Serve clients and staff in a friendly, patient and positive manner in acting as a key externally facing representative of the organization
- **Detail-Oriented** - Ensure accurate recordkeeping with meticulous attention to client information and carefully follow billing and reporting protocols
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Conscientious** – Repeatedly produces consistent and polished work from established professional disciplines and guidelines; always works to meet high quality standards
- **Organized** – Promptly assists staff and consumers in an organized, efficient, and steady manner; takes pride in maintaining accurate systems

Skills, Knowledge and Abilities

Education/Experience

- High School Diploma or Equivalent required
- One (1) year of healthcare/medical/recovery-related administrative support experience highly preferred
- Previous insurance billing experience highly preferred
- Previous experience in a mental health/behavioral health/recovery setting and/or medical office preferred
- Experience with Electronic Health Records (EHR) helpful

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be willing to occasionally cover evening hours
- Must be able to work independently as well as collaboratively within a team setting
- Must be able to demonstrate respect for patient/client confidentiality practices
- If hired for an office that works with deaf, deaf-blind or hard of hearing individuals, must be able to communicate in American Sign Language (ASL)

- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must have strong customer service and interpersonal communication skills and the ability to communicate effectively via phone or in person
- Must have good data entry skills
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjusts communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Display a positive work ethic
- May be called upon to observe and/or perform urine drug screens for candidates and clients

Physical Demands & Working Conditions

The nature of work (physical, mental and visual demands) is consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to ascend / descend stairs occasionally
- Heavy exposure/use of computers, cell phones, office phones, etc.
- Ability to work on a computer for extended periods of time
- Ability to communicate effectively by phone and in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc
- Physical requirements of the job include: Frequent periods of prolonged sitting; often standing and walking up to 30% of the time; some bending, stooping, stretching, reaching less than 5% of the time.
- Manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and the ability to write and/or type
- Ability to lift files, open filing cabinets, climb to reach higher files, and occasionally lift and/or move average-weight objects up to 30 lbs
- Ability to be flexible and work other shifts to provide coverage
- Occasional exposure to slight changes in temperature due to physical proximity to the front door
- Must be able to respond appropriately and effectively in crisis situations by using good judgment and following Aspire protocols

Background Checks

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that involve exposure or potential exposure to blood, body fluids or tissues. Normal work routine involves no exposure to blood, body fluids or tissues, but exposure may be required as a condition of employment as in response to CPR/First Aid incident or in the performance of a response to a behavioral emergency. Appropriate protective equipment is to be readily available to every employee engaged in Category II tasks.

Employee Statement of Understanding

I have read and understand the job description for my position. I understand this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I will strive to uphold the mission and vision of the organization. I am required to adhere to the values in all my interactions with customers and fellow employees.

As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

Employee Signature

Date

Printed Name