

Western Montana Mental Health Center
1315 Wyoming
Missoula, MT 59801
Phone: (406) 532-9700
Fax: (406) 540-3035

Position: Administrative Assistant I

Close Date: Open until filled

Hours: M-Th 8-5, F 8-4

Job Summary: Under general supervision, this position provides customer service to consumers of Missoula Adult Services and provides clerical/administrative support to all programs.

Duties:

- Provide first point of contact customer service for all consumers including managing the waiting room area;
- Answer phones, take and deliver messages, and direct the caller to appropriate program staff;
- Assist consumers with all scheduling needs (intake, medical, and outpatient) utilizing EMR/scheduler;
- Collect consumer payment and provide receipts;
- Update consumer demographics in EMR as needed;
- Distribute payee checks;
- Maintain a working knowledge of our facilities and answer questions as required;
- Open and close office, including assuring equipment is turned off, windows and doors are secure, lights are off or on as indicated, etc.
- Perform general clerical duties such as managing correspondence, scanning/printing/copying/faxing, collecting releases of information, process incoming/outgoing mail, conducting reminder calls;
- Assist with office equipment in supply area by keeping it in working order;
- Accurately complete personal daily time entry and submit to supervisor in accordance with program policy;
- Arrive on time, attend and participate in all required meetings/trainings unless excused by Supervisor;
- Complete all required paperwork in compliance with the State Standards and WMMHC Policies and Procedures.

Physical Demands: The majority of this position requires sitting and typing with some occasional standing, pushing, pulling and lifting.

Skills and Abilities: Thorough knowledge of customer service, office practices, business English, spelling, math, office machines and equipment (including multi-line phone, personal computer and printer, ten-key, photocopier, fax machine, scanning). Must have the ability to work independently with minimum supervision; to perform difficult and detailed clerical work accurately and according to schedule while handling numerous interruptions. Must have the ability to communicate information (orally and in writing) clearly, concisely and respectfully to consumers, other professionals, and community agencies; to establish and maintain effective working relationships with employees, agencies, consumers, and the general public. Must display sound organizational skills and the ability to prioritize tasks and demands based on consumer and agency needs. Must have flexibility, stress tolerance, and problem solving skills.

Education and Experience: Education and experience equivalent to high school graduation and two years progressively responsible experience in general office work. Minimum one year experience with computers required.