



Job Description

ADMINISTRATIVE ASSISTANT

POSITION SUMMARY

Primary person responsible for answering the phones and providing administrative support to administrators and clinicians.

PERMANENT ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answer phones and triage calls; provide caller with general information; provide translation services as needed; document member phone contact in CaseNet (EMR).
- Provide front desk support, greet visitors and keep reception area neat and tidy.
- Download, sort and distribute the following daily reports to Care Managers:
 - *Member enrollments, Member terminations, Referrals/authorizations, PCP compliance & Admissions*
- Coordinate conference room schedule.
- Provide support to clinicians as requested; including but not limiting to assisting with ordering of home health and DME services for members.
- Enter service authorizations in CaseNet (EMR)
- Other related duties as may be assigned.

REQUIREMENTS:

- Associates Degree or Bachelor's Degree (Preferred)
- Bi-lingual English/Portuguese or English/Spanish preferred
- Three years related work experience
- Strong organizational skills, ability to prioritize and multitask
- Proficient in Microsoft office applications
- Demonstrated knowledge of office systems and technology
- Outstanding customer service orientation in all interactions; understands the importance of teamwork and displays commitment to effective teamwork.
- Strong oral and written communication skills.
- Demonstrates professionalism and polish in work habits and interactions

TO APPLY FOR THIS POSITION – PLEASE CLICK ON THE LINK BELOW:

<https://home.eease.com/recruit/?id=510528>