



JOB TITLE: ***Administrative & Billing Assistant***
DEPARTMENT: Operations
RESPONSIBLE TO: CEO
FLSA: Part-Time, Hourly, Non-Exempt

POSITION OVERVIEW

Will positively represent Tesh to all those who enter or call while performing a variety of billing, clerical, administrative, and organizational duties in a front office setting; includes answering multi-line phone system.

ESSENTIAL JOB DUTIES:

Receptionist – Positively and appropriately, represent the company, and maintain a high level of customer service. Greet and route visitors as appropriate, assist clients using the lobby entry/exit as needed, field questions and general inquiries, and/or take messages. Conduct self in a courteous, professional, and efficient manner. Answer the phones in a timely and courteous manner as defined in Code of Customer Service. Route calls to appropriate person, connect with voice mail or take messages as appropriate. Post signs for meetings, trainings, holiday office closures, etc. Perform end of day activities i.e., lock file cabinets, key boxes, offices, front doors, turn off lights, put phone in night mode, prepare facility for closure at the end of the day-check coffee pots and restrooms.

Bookkeeping – Prepare bank deposits. Maintain and reconcile Petty Cash. Download and record funds as needed to the Postage Machine. Maintain shredding cash. Maintain a cash refund for vending machines. Call when maintenance is required on vending machines.

Filing

- Match, merge and file client billing sheets for Medicaid and IDVR billing weekly
- File all incoming documents for client files daily
- Maintain files in date order; purge documents no longer needed to be retained as soon as possible
- Open, close and make changes to client files in Solana
- Set up hard files for active clients and transfer to soft files when closed
- Send out Satisfaction Surveys
- Purge closed files after retention dates and shred all but the discharge report or routing slip
- Maintain, print forms and update all intake packets

General Office Duties - Record client and staff absentees in log. Place orders for office supplies. Maintain birthday and anniversary boards. Ensure all employees using Tesh vehicles have current driver's licenses and valid insurance. Run monthly MVR report. Maintain log for staff vehicles: make model and license plate number. Prepare weekly Manager's Report and distribute. Maintain staff mailboxes. Maintain Client list for I/O Board. Assist clients using the main lobby for entry and exit. Maintain and update cell phone numbers and in house phone extension lists. Prepare outgoing mail and take to mailbox by 8:30 a.m. Collect and distribute incoming mail and packages. Apply postage on parcels prepared from the Voc Center for clients when needed. Stock paper, clean and call for service, when needed, for copy machine. Send counter reports for copier when

requested. Maintain and make copies as needed for the Guest Sign-In/Out log and the Client Absentee book. Restock business cards and brochures in the lobby as needed. Keep copies of "Open" positions and applications stocked in lobby. Assist with vehicle checkout needs when changes occur and ensure check out logs are available for 2 weeks. Make pre-employment reference checks as requested. Conduct wage determination studies. Request weekly schedule for IDVR in-house appointments. Prep mailings for CEO and Vice President. Print and file Project Search monthly evals.

Ability Works/Ticket to Work/Partnership Plus

- Provide admin support including creating documents, filing, mailing and creating reports.

Billing - Will assist with distribution and collection of client program sheets, complete billing data entry into accounting system, transfer to state billing system before deadline on a weekly basis, support billing reconciliation efforts by working closely with program supervisors, accountant, and the other front office clerk. Verify authorizations. Research problems as they occur. Update and print client/staff schedules and billing sheets for Rehab department. Assist, when needed in the reconciliation of Health & Welfare Billing and resolve discrepancies.

Program Support – Assist, when needed, in the completion of weekly staff and client schedules as defined and edited by Case Managers. Copy billing sheets and distribute to the Distribution Specialists.

Qualifications: Minimum of one year experience in front office setting, with a variety of clerical and billing responsibilities preferred. Must demonstrate working knowledge of Microsoft Office products, including professional document preparation and creation of basic spreadsheets. Strong written and verbal communication skills in English required. Attention to detail and accuracy required. Must be able to work independently and follow guidelines, rules and regulations as defined by government and agency. Must have strong customer service skills, and be able to represent Tesh professionally in person and over the phone. Must be bondable and pass Health & Welfare nationwide background check. Confidentiality and privacy must be observed in the fulfillment of this position. Flexibility and a cooperative spirit are crucial characteristics of the individual who holds this position. Note: As part of the selection process, applicant may be required to participate in a skills assessment process where strong clerical and general bookkeeping skills must be demonstrated.

Supervisory Relationship: Will report to CEO.

Work Schedule: Typical hours are Monday through Friday, 12:30pm to 4:30pm, with schedule variance as required to meet requirements of business.

Wage: Starting wage of \$10.00; may vary based on experience and ability to successfully contribute to the operation of the organization. This position is entitled to overtime compensation if more than 40 hours are worked in the workweek; all overtime must be pre-approved.

The above is general in nature and not intended to be exhaustive. Tesh Inc. reserves the right to revise or change job duties and responsibilities as the need arises.

Equal Employment Opportunity ~ Affirmative Action ~ Drug Free

Employee Name (Please Print): _____

Employee Signature _____ Date _____