



Job Descriptions (Administrative Assistant AA1)

Qualifications

Applicants must be at least 21 years of age or older at the time the offer of employment is made. Verification of age must be provided at the time of employment and must be maintained in each worker's employee record.

An applicant must meet one of the following minimum education and experience qualifications:

- Possesses a high school diploma or equivalent (Bachelor's Degree in a human services or related field preferred)
- Has one year of work experience or more in the behavioral health delivery system
- Has a knowledge of and/or experience in budgeting
- Has experience with Microsoft Office
- Has a knowledge and background in assessment and treatment planning development
- Has excellent communication skills with the ability to interact with numerous staff and clients successfully
- Has the ability to make decisions and meet deadlines
- Has the ability to perform multiple tasks
- Has excellent organizational skills
- Provides the necessary phone etiquette when answering phones
- Is proficient in written language, grammar and punctuation (English)
- Possesses excellent customer service skills
- Exemplifies exceptional time and task management
- Has the ability to carry out directions promptly and accurately
- Has the ability to address and divulge required information when necessary, such as:
 - Worker's performance reviews
 - Special needs of certain clients
- Has the ability to recognize and respond to the medical emergencies of clients
- Have knowledge of the following: Spanish and sign language (preferred)
- Has experience with AHCCCS, Medicaid and/or Medicare processes (preferred)

Administrative assistants shall also:

- Have three personal and/or professional references
- Possess a valid driver's license
- Complete a clean nationwide background check
- Maintain a drug free lifestyle
- Maintain good physical and mental health

- Have the physical ability to stand, walk, use hands and fingers, reach, stoop, kneel, crouch, talk, hear and see and lift up to 25 pounds
- Have the mental fortitude and stability to handle stress
- Adhere to state and federal regulations and laws, the agency's dress code, the agency's code of conduct, agency training methods, and agency policies and procedures

Duties and Responsibilities

In this role, the administrative assistant will actively assist the clients in the participation, involvement and routine of the agency's program.

The administrative assistant is responsible for:

- Ensuring new hire orientation, paperwork, and training is completed prior to service delivery
- Ensuring all employee packets, client packets, and tracking checklists and forms are accurately completed, completed in a timely manner, and stored securely in their corresponding files
- Maintaining data entry and compliance tracking data in database
- Monitoring licensing standards for the agency
- Maintaining the agency's filing system, documents, and forms
- Maintaining and updating client records
- Maintaining and updating staff member records
- Preparing training packets as necessary
- Preparing Census documentation and submittal
- Communicating with supporting staff and management in emergency respite situations
- Providing agency service delivery monitoring and supervision
- Coordinating on-going inspections per agency and state compliance requirements timely
- Preparing billing for service hours per timelines
- Preparing and submitting time sheet allocations bi-monthly to the executive director
- Interfacing with state representatives for all out of agency requests
- Making sure all required inspections and paperwork are completed in full prior to respite services delivery
- Assisting in all trainings as necessary
- Responding to vendor calls as they come to the agency's email
- Facilitating coverage and entertainment for clients during agency events
- Answering phones and communicating information about agency services to inquiring individuals
- Attending and record all meeting minutes
- Attending recruitment events
- Distributing marketing and advertising information in various venues
- Responding timely to all inquiries for follow up and interest level
- Using the screening checklist to gather information about each inquiry
- Documenting all recruiting activities on a monthly basis