



<b>Our mission is to provide people of all ages with help, hope, and the opportunity to succeed.</b>			
<b>Job Title</b>	Administrative Specialist	<b>FLSA Status</b>	Non-Exempt Full-time
<b>Program/Department</b>	Administration/Counseling	<b>Supervisory Responsibilities</b>	No
<b>Reports To</b>	Senior Program Director for Mental Health, Foster Care, and Senior Services	<b>CEO Approval Date</b>	08/2021
<b>Work Schedule</b>	Office Hours follow business hours and may vary with supervisor approval; may include occasional evening and weekends.		

**Must pass required background check**

**POSITION OVERVIEW**

The Administrative Specialist helps ensure smooth and efficient running of the day-to-day operations of the Sunbeam Home front office and Mental Health billing processes. The Administrative Specialist will provide administrative support to Sunbeam programs, Sunbeam Home front office reception, and submit / process mental health program billing.

All Sunbeam employees and volunteers are expected to be sensitive to our clients' cultural and socioeconomic characteristics, reflect Sunbeam Family Services core values and perform in accordance with Sunbeam's standards of excellence at all times.

**ESSENTIAL FUNCTIONS**

- Perform daily clerical duties, including answering and screening telephone calls, taking messages, sorting and distributing incoming mail and faxes, copying and collating.
- Greet and assist all visitors/callers in a courteous and helpful manner while exhibiting a welcoming atmosphere, maintaining professional boundaries, and protecting highly sensitive and confidential information.
- Work with the mental health program to accept and process referrals, insurance verification, check clients in for services, schedule client appointments, place reminder calls to clients for follow-up appointments, and provide an overall excellent experience in customer service.
- Perform billing processes for the Mental Health program to include but not limited to the timely and accurate submission of clean claims, batch transmission, account reconciliations, and collection of payments.
- Provide clerical support i.e. minor word processing of a routine nature, assisting in mass mailings, typing address labels, shredding confidential documents, etc.

- Develop and implement systems to organize information effectively for data collection and reports. Prepare reports for management, governing bodies, and government agencies as needed.
- As related to billing processes and client fees, if any, serve as custodian of cash funds
- Timely and accurately, reconcile receipts, and funds while working in collaboration with the Accounting Department and Supervisor.
- Promote, encourage, and display examples of leadership with clients, co-workers, visitors, and community while promoting culturally sensitive practice.
- Exemplify the values expected within the agency and promote the mission of the organization.
- Effectively prioritize projects to accomplish tasks in the timeframe specified and at a high level of quality.
- Assist with office supply orders, as needed, and ensure accurate timely submission of supporting documentation.
- Maintain regular, consistent, and punctual attendance in accordance with assigned schedule and agency policies.
- Travel locally as required in the performance of responsibilities.
- Perform other appropriate and related responsibilities as assigned by supervisor, Chief Program Officer, or Chief Executive Officer.

#### **JOB QUALIFICATIONS**

	<b>Minimally Required</b>	<b>Preferred</b>
Education	AA/AS in business, accounting, social services field or equivalent work related experience.	Bachelors preferred
Experience	At least two (2) years of administrative office administrative experience or duty equivalency  One (1) year of medical billing and/or experience with billing or other financial equivalency experience.	Three (3) or more years of administrative assistant/ experience. Three (3) or more years of medical billing and/or finance experience.
Skills Knowledge Abilities	General knowledge and understanding of basic office functions, administrative duties.  Knowledge and understanding of basic billing or finance duties such as account reconciliation, account payable, fee collection, etc.  Excellent written and verbal communication.  Intermediate knowledge of computer operations and applications, including Microsoft, and the ability to master other computer technology/software programs, as needed	Advanced computer database and Microsoft Office software skills to include Microsoft 365.  Three (3) or more years working in an electronic health record or other system based approach.  Previous knowledge and understanding of working with regulatory entities to include but not limited to:  OHCA, DOH, DHS, private insurance.  Bilingual Spanish/English speaking

Excellent organizational and time management skills.

Must work independently and collaboratively in a team environment

Exercise independent judgment

Communicate in a professional manner, demonstrating dignity and respect for our clients, employees, visitors, and community members

Process, protect and exercise discretion in handling confidential information and materials

Sustained concentration to detail and accuracy, along with the ability to prioritize workload

Willingness to work with high-risk, low-income communities

Valid Oklahoma driver's license and state required vehicle insurance for any vehicle used in performance of job duties.

**WORKING CONDITIONS**

Physical Demands:

While performing the duties of this job, the employee is required to frequently communicate with staff and others, and must be able to exchange accurate information when doing so. The employee must be able to remain in a stationary position 50% of the time and occasionally move about inside the office to access file cabinets, office equipment, attend meetings, etc. Must be able to operate and use a computer. Must be able to detect, discern, distinguish, observe, inspect and compare. Occasionally must be able to move needed materials weighing up to 20 pounds.

Work Environment

The employee will work in an office environment, may work in close quarters with other staff and clients and children of all ages. The noise level in the work environment varies from moderate to loud; frequent chaotic situations will occur.

Other

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. The qualifications, physical demands, and work environment described herein are representative of those an employee will encounter and must meet to successfully perform the essential functions of this job. These statements are intended to describe the general nature and level of work performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel or candidate and may be subject to change at any time.

**Sunbeam Family Services is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are committed to fair and equal in all its employment practices for persons without regard to race, ethnicity, color, creed, age, gender, sexual orientation, gender identity or expression, pregnancy, religion, disability or degree thereof, national origin, domestic/marital status, political affiliation or opinion, veteran**

**status, HIV status, AIDS status, genetic information, and any characteristic protected by federal, state, or local laws.**

**SIGNATURE**

By signing this job description, the employee/candidate affirms that (s)he possesses the knowledge, skills, and abilities necessary to perform the essential functions of the job as stated above, with or without reasonable accommodation. It is also understood that employment with Sunbeam is considered "at will," meaning that either Sunbeam or an employee may terminate the employment relationship at any time with or without cause or notice. This job description does not and is not intended in any way to create a contractual employment relationship. Sunbeam may also change this job description and the expected duties from time to time at its sole discretion.

Employee/Candidate PRINTED Name		
Employee / Candidate Signature		Date: