

Ithaca Outpatient Clinic

334 West State Street
Post Office Box 789
Ithaca, NY 14851

Phone: (607) 273-5500
Fax: (607) 273-1277
E-mail: Outpatient@carsny.org

**Supportive Living**

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EMPLOYMENT OPPORTUNITY

- Position:** Administrative Associate (full time)
- Location:** Ithaca, New York, Outpatient Facility
- Responsibilities:** Maintain client confidentiality at all times, greet clients and direct them to their appointment, answer multi-line phone system, screen and direct phone calls, schedule clients appointment, collects client fees, bank deposit logs, checking in daily logs, conduct telephone intakes, assist with billing processes, verify Medicaid and insurance coverage, other job duties and responsibilities as assigned
- Qualifications:** Associate degree in related field and/or one year related experience
- Compensation:** Competitive Salary dependent upon experience and qualifications as well as Life Insurance, Pension Plan and Medical (with Dental) Insurance and 401k plan.
- Apply To:** Cayuga Addiction Recovery Services
Attn: Roxanne Auble, Administrative Supervisor
P.O. Box 789
Ithaca, NY 14851
Phone: (607) 273-5500
E-mail: rauble@carsny.org

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**Cayuga Addiction Recovery Services
 Outpatient Facility
 Job Description**

| | |
|---|---|
| <u>Position Title:</u> Outpatient Administrative Associate | <u>Supervisor:</u> Administrative Supervisor |
| <u>FLSA Status:</u> Non-Exempt | <u>Hours:</u> F/T, 35 hours/week |
| <u>Positions Supervised:</u> None | Mon-Fri 12 PM - 8PM |

Job Summary: To represent the agency professionally, by communicating effectively, both orally and in writing. Provide a positive service experience to all clients, by portraying a positive, solution-oriented attitude in the workplace. Achieve and maintain accuracy in all record-keeping responsibilities. Consistently and accurately carry out verbal and written directives. Adhere to company policies and client confidentiality.

Minimum Qualifications: High School Diploma and ability to multi-task.

Desired Qualifications: Associate degree in related field and/or one year related experience

Knowledge: A basic understanding of addiction & chemical dependency treatment along with the ability to gain a working knowledge of complex computerized billing systems. ability to organize and set priorities effectively, work well in team environment, handle interruptions well and move from one task to another with ease. Ability to identify and collect information from clients related to billing for Medicaid and insurance.

Skills: Strong customer service skills. Computer proficiency and Microsoft software knowledge needed. Adept knowledge of Microsoft Word and Microsoft Excel a plus. Able to use established department procedures to properly direct inbound calls and clients to appointments and completing the department tasks outlined in department matrix. Meet deadlines consistently. Acquire process and sort data and generate various types of reports in a timely and consistent manner. Ability to respectfully and consistently request payment from clients for services rendered.

Tasks and Responsibilities:

1. Maintain client confidentiality at all times
2. Greet clients, collects fees and direct them to their appointment
3. Answer multi-line phone system; screen and direct phone calls
4. Schedule clients appointment
5. Bank deposit logs
6. Checking in daily logs
7. Conduct telephone intakes
8. Assist with billing processes
9. Filing
10. Process charts
11. Verify Medicaid and insurance requests
12. Order office supplies when necessary
13. Backup to Noon – 8PM position

This job description should not be construed to imply that these requirements are the exclusive standards of this position. Incumbents will follow any other instructions and perform any other related duties, as may be required by their supervisor.

THE MISSION STATEMENT OF CAYUGA ADDICTION RECOVERY SERVICES

A professional community resource providing caring and effective recovery services dedicated to improving the quality of life by promoting individual dignity and respect for all.