

Position: Office Administrator Part Time

Location: Midtown:

2650 Olive

St. Louis, MO 63103

Position Summary:

Provident, Inc. is proud to meet its mission statement each and every day: "Helping individuals and families to a brighter future through counseling, crisis intervention and community support programs."

Provide the highest level of customer service to clients, fellow employees and referral sources through the coordination and administration support of the office activities such as benefit verification, data entry, and filing. Ensure that billing for all services provided is accurate, timely and fully documented. Provide efficient cash collection through excellent reimbursement practices while ensuring compliance with relevant laws, regulations and established Company policies and compliance programs.

Job Requirements and Qualifications:

Minimum Required Education:

- Associates degree in Business or related field
Or 2+ years of office administration experience

Minimum Required Experience:

- 1 year of experience working in an office setting
- 1 year of experience working in a clerical position

Preferred Experience:

- 2+ years of experience working in an office setting
- 2+ years of working in a clerical setting
- At least 1 year of experience in providing insurance eligibility and benefit verification
- Experience working with clients of various socioeconomic status

Other Skills Required:

- Ability to maintain client and staff confidentiality
- Ability multitask without sacrificing accuracy or efficiency.
- Excellent oral and written communications skills
- Excellent computer skills, including Microsoft Office (Power Point, Excel, Outlook).
- Excellent organizational and time management skills
- Passionate for the mission of Provident.
- Knowledge of how mental health issues affect clients' attitude and behavior
- Willingness to adapt to changing priorities.
- Highly organized and flexible
- Self-directed and able to complete tasks or project with limited supervision
- Passionate about working with people

Responsible To:
Clinical Site Supervisor

Working Conditions / Environment:
Tuesday and Thursday 4:00-8:00
Friday 8:30-5:00

Essential Duties and Responsibilities:

- Assist clients who come into the office: notify therapists when clients arrive, schedule appointments, set fees according to fee scale or grant, collect fees, prepare receipts, and accurately balance nightly deposits.
- Collect, organize, and input data into a software program, in a timely manner
- Maintain client files
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Office support, including answering phones, filing, copying, faxing, scanning, typing, and assist callers in an appropriate manner.
- Verify nightly reports for accuracy
- Maintain a 97% accuracy rate
- Participate in promoting Provident's mission within the local community and creating awareness of the services Provident provides.
- Assist therapists with tasks related to client services: maintain schedules, create and close files, and monitor the waiting room
- Perform various clerical duties as assigned: make copies, distribute mail, respond to intake calls, and complete safety reports
- Contributes to team effort by accomplishing related tasks as needed.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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US Mail: Provident, Inc.
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Attn: Human Resources