



POSITION DESCRIPTION: FRONT OFFICE ADMINISTRATOR

Position: Front Office Administrator

Reports To: Operations Manager

Purpose: This position will perform tasks that will help all teams and departments within the organization run smoothly and efficiently. The person in this position can excel at identifying and addressing potential needs, tasks, and issues in support of the organization. The person in this position will represent SAC in carrying out our mission because they are usually the first line of contact and communication with our clients, potential clients, donors, volunteers, vendors, and community members. This position is an extremely important role in welcoming our clients and ensuring that they feel comfortable and safe. It is of the utmost importance that the Front Office Administrator is trauma-informed and able to provide compassionate care to all those we serve.

Major Duties Include:

- Maintain behavior that is compliant with Federal and State regulations, guidelines, and requirements including working knowledge of all health information management issues such as HIPAA.
- Greet and check-in clients and visitors, announcing arrival.
- Cancel client appointments when needed.
- Answer a multiline telephone and route caller.
- Respond to door buzzer; allow entry for clients, visitors, vendors, and deliveries.
- Maintain a neat and clean reception and community (breakroom, conference room, etc.) areas.
- Assist Operations Manager with vendors and service technicians Maintain a variety of manual and electronic records.
- Set up conference room for meeting(s) and order food as requested.
- Assist with coordinating use of building by outside organizations.
- Create mailboxes and door name plates for new staff.
- Manage the receipt, sorting, and distribution of daily mail and deliveries.
- Manage client's physical and electronic charts in Electronic Health System (EHS); update client's account, upload documents, collect co-pays, and verify insurance/benefits.
- Retrieve and fax/mail medical records per request.
- Process monetary deposits of daily collections to include documentation, entering funds into database, and conducting monthly reconciliation reports.
- Provide clerical support for the finance department including verifying payment details, mailing checks/payments, and filing check stubs.
- Maintain and order office and janitorial supplies.
- Additional projects assigned by the leadership team.

Skills/Abilities:

- Ability to maintain friendly, cordial relations with all clients, employees, and guests; maintain a positive work atmosphere by acting and communicating in a positive and professional manner with clients, co-workers, and leadership.
- Knowledge of client Electronic Health System (EHS) database system is preferred.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Ability to work collectively with the administrative team associates.
- Minimize non-productive time and fill slow periods with activities that enhance the work environment or knowledge, skills, and abilities.
- Attention to detail and accuracy in all work.
- Ability to organize work, multi-task, and prioritize meeting deadlines.
- Full proficiency with Microsoft Office/365 applications (Teams, Word, Excel, and Outlook).
- Excellent organizational, written, and verbal communication skills.

Preferred Skills/Abilities:

- Bi-lingual (Spanish/English) is preferred.

Education and Experience:

- High school diploma or equivalent, college experience is preferred.
- A minimum of three years of office administration or secretary experience.
- Prior experience in a Health Care related field is preferred.

SAC reserves the right to waive any of the above qualifications dependent on work experience and other qualifying factors.

Job Type:

- Full-Time hourly position, \$20.00 per hour
- 34 hours per week; hours include Monday through Thursday 8:15 am to 5:15 pm (30-minute break between 12:00 to 2:00)

Benefits: SAC offers a competitive benefits package that includes medical, dental, vision, and long-term disability insurance, EAP benefits, supplemental AFLAC benefits, a therapy stipend, 401k options, paid time off, floating holidays, and time off for Days of Action.

To Apply: Please send a cover letter and resume to humanresources@sacenter.org.

SAC is an Equal Employment Opportunity employer.

The Sexual Assault Center is committed to building a diverse staff and strongly encourages applications from candidates of color and other prioritized populations.

SAC values diversity and inclusivity. We welcome all applicants regardless of race, color, national origin, age, gender, gender identity, sexual orientation, culture, ethnicity, religious and spiritual beliefs or practices, political views or affiliations, and abilities.