Position Title: Administrative Office Assistant  
Department: Physician Office Practice  
Classification: Depends on experience

Job Summary:  
Serve as the first contact with patients. Answers phone calls and routes appropriately; schedules appointments, maintains accurate patient demographics, records charge and collects payments. Works with the medical and clerical staff of the physician office practice.

Essential Job Functions:  
The following is a summary of the essential functions of this job. The incumbent may perform other duties, both major and minor, that are not mentioned below; and specific functions may change from time to time. Demonstrates excellent customer service skills. Accurately schedules appointments. Maintains patient information. Collects payments. Maintains inventory of office supplies. Performs general clerical duties. Demonstrates the ability to effectively communicate with different patient age groups. Performs other duties as requested.

Education and formal training:  
High school diploma or equivalency. Post high school business or medical management course preferred.

Work Experience:  
One-year medical office experience preferred.

Knowledge, skills, and abilities required:  
Must have computer/typing skills and general medical office knowledge. Demonstrates the ability to interact effectively with patients, families and others. Demonstrates an attitude of cooperativeness and team spirit. Provides evidence of professional values and ethics.

Physical Requirements:  
Must be able to lift 30 pounds. Must have visual acuity and adequate hearing. Must be able to endure extended periods of sitting or standing. Must be able to handle stress well. Must be physically able to perform CPR.