



Administrative Assistant

Job Description

The primary purpose of the administrative assistant position is to successfully assist each admin role with day-to-day tasks. This role will play a part in basic billing, seasonal scheduling, filing and organizing, greeting clients, answering the phone when needed, assisting our human resources department, etc. This role contributes to the larger mission of DTS by helping create a smooth, welcoming, and efficient experience for families—ultimately supporting the life-changing outcomes our clients experience through their therapy journey.

Responsibilities

- Maintain a high level of care, grace, and professionalism when interacting with all inquiring DTS clients/families as well as DTS team members.
- Ensure that all new clients/families have the best experience possible in all aspects of their therapy journey with DTS.
- Assist our Billing department with any day-to-day tasks as needed.
- Designate a certain amount of time each day to assist in those tasks once trained.
- Check multiple electronic verification systems to verify current health insurance coverage once trained. This may include calling insurance companies to inquire about coverage.
- Assist our Front Desk Specialist by answering incoming calls and checking in clients upon their arrival.
- Assist the clinical team with seasonal scheduling as needed, particularly during the summer months when client schedules shift due to school breaks.
- Ensure proper usage and knowledge of our Google Drive system to maintain company wide organization.
- Help oversee onboarding of new hires.
- Assist in documenting HR forms as needed.
- Provide support to the HR department with day-to-day tasks, particularly when they are out of the office or managing a backlog.
- Assist owners with tasks that come up in weekly meetings, such as but not limited to, updating and writing policies, interviewing for new positions, and gathering data when needed.
- Help Admin Team leader with day-to-day tasks when needed.
- Accurately document client information in all required sections of their charts.
- Establish and maintain a high degree of awareness and knowledge of therapy services' workflows including evaluations, camp and holiday scheduling, groups, back to school screenings, and traditional therapy appointments.
- Help maximize provider's schedules by recognizing when clients can add additional services at little or no extra cost.
- Educate parents on various insurance benefits and any possible additional fees.
- Comply with the policies and procedures of DTS.

- Participate in any task that aligns with the mission of DTS.

Requirements and skills

- Proven work experience in any administrative position.
- Ability to learn new roles quickly.
- Strong ability to start and foster relationships.
- Result-oriented.
- Willingness to learn about insurance and billing if no prior knowledge.
- Minimum requirement: High school diploma.
- Strong affinity for customer service.
- Working knowledge of office management and filing systems.
- Excellent organizational and time-management skills.
- Possesses the ability to adjust to a busy work environment.
- Enjoy working with families and children.
- Positive outlook.
- Enjoy helping others.

Competencies

- Customer service skills
- Insurance skills
- Interpersonal skills
- Confidentiality
- Google Suite
- Punctuality
- Raintree EMR
- Jotform