

POSITION DESCRIPTION



Job Title: Administrative Associate				Department: (Admin/Clinical) Admin	
Supervisor Name: Jeffrey Wolfe		Title: Chief Operating Officer			
Supervisees: Administrative Interns		Employment Type: Part-time, Non-exempt			
Job Description					
JOB SUMMARY					
<p>The Administrative Associate of ITA is responsible for coordinating and scheduling for community programs, assisting the intake team in data entry, and weekly accounts receivable and accounts payable procedures. This position may fulfill the responsibilities of receptionist for ITA’s Evanston office, as needed. Additional responsibilities include technology support, management of application software, and communicating with Community Partners, Private Therapy clients, and Creative Knowledge Center clients.</p>					
ROLE AND RESPONSIBILITIES					
<ul style="list-style-type: none"> • Performs customer service tasks including weekly interaction with clients, collecting payment, and answering questions regarding client accounts. • Manages Business Associate Agreements. • Executes daily bookkeeping and deposits, manages internal bookkeeping of A/R and A/P including financial reports vendor and independent contractor payments, and check writing, and strictly adheres to ITA’s financial policies and procedures. • Ensures timely billing and collection of payment for services provided to all clients. • Managers donation receipts/pledges and communicates grants and donation receivables to leadership team. • Runs clinical data and financial reports (A/R, A/P, and Bank Reconciliation) within the electronic medical records management software and accounting software as requested. • Executes end of month reporting of revenue and payables by the 8th of each month. • Initiates communication with Finance Department team and Development Team to share weekly information and issues. • Collects and distributes mail as needed. Submits invoices for payment to the Chief Operating Officer. • Coordinates vendor services according to accounts payable policies and procedures. • Documents finance procedures, intake procedures, and scheduling procedures under the direction of the Chief Operating Officer. • Ensures HIPAA compliance of the facility and technology under the direction of the Office Manager and Clinical Director. • Maintains ITA client files; collects and document initial paperwork and forms. • Manages updates, security, and use of application software. • Attends intake meeting as needed to ensure timely placement of therapists, ensure procedure compliance, and schedule therapists. • Creates, schedules, and sends appointment emails. • Supports ITA staff in managing calendars and appointments and assists with administrative tasks to support various ITA programs. • Communicates regularly with Community Partners and Creative Knowledge Center clients to schedule sessions and send and collect payment. • Files and completes other administrative duties assigned. 					

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QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor's or Associates Degree Preferred
- Minimum of 2 years of experience in a receptionist role or administrative assistant
- Experience with bookkeeping preferred
- Experience with customer relations in a healthcare or mental health field preferred

COMPETENCIES AND PREFERRED SKILLS

- Flexible and adaptable in a mobile environment with evolving needs and priorities
- Passion for serving ITA's mission
- Solution-focused with a positive attitude
- Dependable with adherence to deadlines
- Strong ethical boundaries
- Anticipates the needs of the organization and offers suggestions proactively to ITA leadership
- Ability to be autonomous in managing multiple projects
- Ability to interact with customers, professionals and therapists; friendly, patient, and compassionate
- Skilled in the use of technology and various software programs including Microsoft Office 365 (particularly strong knowledge of Excel), Sharepoint Online, QuickBooks Online, and Electronic Health Record systems.

WORKING CONDITIONS (TRAVEL, WEEKEND OR EVENING HOURS, OFF-SITE WORK)

Position may require the ability to move and lift objects.

Prolonged sitting and regular and consistent use of computer keyboard and mouse will be necessary.

Position will include hybrid work (remote and office) with at least 50% of time in the office.

09/22/2023 JCW