



ARC Physical Therapy+ Job Description

Position: Administrative Assistant
Reports to: Clinic Director
FLSA Status: Non-Exempt
Last Revision: October 7, 2015

Founded in 2003, ARC Physical Therapy+ started as a physical and occupational therapy company but has grown into the region's foremost wellness, injury prevention and rehabilitation company – a healthy workforce company. To learn more about our company visit www.arcpt.com.

ARC is an equal opportunity employer and does not discriminate on the basis of age, race, religion, color, sex, national origin, marital status or physical or mental disability. In compliance with the Immigration Reform and Control Act of 1986, we will hire only U.S. citizens and aliens lawfully authorized to work in the United States (if the position is or will be one which is subject to U.S. law).

Position Purpose:

This position is responsible for performing a wide range of administrative support activities to ensure effective and efficient clinic operations. The ideal Administrative Assistant must also be able to demonstrate the following:

Personal Attributes:

- Dependable and reliable
- Strong interpersonal skills
- Exceptional customer service skills
- Good written and oral communication skills
- Proven problem solving skills
- Positive attitude and professional demeanor
- Highly self motivated and directed
- Ability to effectively prioritize and work through distractions
- Ability to stay highly organized in a fast-paced, high-pressure environment
- Experience working in a team-oriented, collaborative environment

Essential Duties and Responsibilities:

- Schedule appointments for all new and existing patients.
- Collect all pertinent patient information and load appropriately into the appointment scheduling software.
- Maintain the clinic schedule so that all appointments are recorded and day to day activity is current.
- Function as the primary point of contact for referral, patient and scheduling matters.
- Participate in departmental and clinic meetings and attend quarterly ARC All-Staff meetings.
- Keep all patient files organized to ensure efficient accessibility by staff clinicians while also ensuring that all HIPAA rules and regulations are followed and maintained.
- Ensure and maintain confidentiality of patient, employee and ARC information according to HIPAA regulations and ARC policy and procedures.
- Perform other duties as required

Other Responsibilities

- Complete required company orientation
- Follow clinic and OSHA safety rules and procedures
- Uphold HIPAA regulations
- Punctual and dependent for assigned shifts



Position Requirements

- Must have, at a minimum, a high school diploma
- At least 1 year in the healthcare industry is a plus
- Knowledge of health insurance plans and benefits is a plus
- Proficiency in Microsoft Windows, Outlook, Word, Excel
- Experience with Raintree a plus
- Cognitive skills as related to the position

Working Conditions

The Administrative Assistant will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The Administrative Assistant will also have to do some lifting of supplies and materials from time to time. The incumbent is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis. The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering patient and insurance information which requires attention to detail and high levels of accuracy. There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

Physical Demands

- Ability to lift fourteen (14) pounds
- Ability to sit for extended periods
- Fine motor skills
- Visual acuity

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 14 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Physical Demand Ratings are an estimate of the overall strength requirements that are considered to be important for an average, successful work performance of a specific job. In order to classify the occupation of a worker with a physical demand rating, the most strenuous and frequently performed tasks are evaluated.

Note: This document describes the general nature and level of work required of people assigned to this job. It is not tended to be an all-encompassing list of responsibilities, duties, and skills. Additional duties or job functions that can be performed safely may be required as deemed necessary by supervisory personnel. The employee must adhere to all work rules, procedures, and policies established by the company, including, but not limited to, those contained in the employee handbook.

How to apply for this position?
Send your contact information and a resume to employment@arcpt.com