

# Crossroads Clinic Paid Position

## Administrative Assistant – Volunteers

### Hours, Pay and Supervisor Information

Part-time position, 32-36 hrs. per wk. Days and times required outlined below in duties.

Starting pay will be \$15/hr. increasing to \$15.50/hr. after a positive three-month performance review.

Position under supervision of Crossroads Clinic Office Coordinator.

### Job Prerequisites

Premier customer service skills required

Proficiency in Microsoft Word and Excel required.

Minimum two-years of college education preferred.

Prior work in a hospital, physician practice or medical billing office is preferrable.

### Job Duties of Administrative Assistant – Volunteers

Answer patient and hospital calls to the clinic from 9AM-5:30PM on Mondays, Wednesdays and Fridays. Tuesdays and Thursdays answer patient/hospital calls from 3-5:30PM, or as directed by the office coordinator. Return any overnight calls on the clinic voicemail in the morning Monday-Friday, and follow up on calls per **protocol or policy guidelines**.

All calls will be noted in the **Crossroads Clinic Phone Call Journal**. Journal will be reviewed at a minimum of every two weeks by the office coordinator, or more frequently, if needed.

After review by office coordinator, pay all bills. Alert office coordinator if approaching a budget overage.

Be key contact for clinic vendors, track supply and order clinic (medical and business) supplies, update office coordinator to changes in vendors' pricing so budget updates can be made.

Process clinic donations following policy guidelines and assure that each donor receives a personalized and timely thank you note.

Complete correspondence (ie staff meeting minutes, letters, articles, etc.) as directed.

As the clinic adds new volunteers, order and distribute volunteers' personalized shirts.

Assist with fund raising activities as directed.

Assist with clinic newsletter as directed.

Other duties as required.