



Job Title: Administrative Clerk

Date: April 1, 2022

Job Grade/Classification: Non-Exempt

Reporting Structure: This position reports directly to the Office Manager

Supervisory Responsibilities if Applicable (List any Direct Reports): None

Job Summary: This position is responsible for assisting the Office Manager in support of the company's administrative scheduling and billing needs. The incumbent ensures company invoicing and book-keeping duties are completed accurately, timely and delivered with a high degree of quality. Utilizing established policies, compliance standards and procedures, the incumbent is responsible for administering client services and support duties for the organization, such as scheduling appointments for wheelchair and ambulance services, collaborating with other medical providers and ensuring appropriate billing practices for the company.

Responsibilities, Duties & Accountabilities:

The core, critical and essential work duties, functions and responsibilities of the position are as follows:

- Responsible for the prompt and efficient response to calls for wheelchair and ambulance transfer services, working with clients to schedule appointments using the company's inhouse scheduling software systems, eSchedule and ESO;
- Responsible for administering efficient transfer volume; schedules, dispatches and sources clinical staff members as required to optimize schedules; updating the Transfer Schedule as necessary;
- Coordinates and administers the patient scheduling functions, such as organizing the verbal and written transfer of patient information to receiving or sending facilities, and ensuring the efficient administration of scheduling available staff members;
- Responsible for administering various and multiple billing invoices (post-treatment) in an organized and timely manner, ensuring a 95% accuracy rate;
- Supports coworkers to ensure the accurate and timely entry of Electronic Run Sheets as necessary;
- Assists with the collection, review and entry of various client information and billings into databases, while maintaining accurate documentation, records and files;
- Supports the general day-to-day functions of the company according to business needs;
- Responsible for attending court appearances when subpoenaed by the State of West Virginia or another legal jurisdiction;
- Maintains professional working relationships with staff members, senior leadership, clients, training providers, vendors and the general public;
- Ensures the organization and maintenance of other company documents or files;



- Other projects and duties as assigned;
- Regular and routine attendance and punctuality is required;
- Availability and willingness to work evenings, week-ends and holidays.

Position Requirements and Qualifications:

- High School Diploma or Equivalence, supplemented by college courses in Office Administration, Business, Accounting or a related field of study
- Minimum of two (2) years of experience working in Office Administration, Accounts Receivable/Accounts Payable and or other Bookkeeping Administration, preferably in Ambulance or other Healthcare Field Office, working with scheduling software
- Demonstrated proficient computer skills, preferably working with Microsoft Office products, Excel, accounting software and programs and the ability to successfully navigate and maintain current knowledge and skills working with technology
- Demonstrated ability to maintain organized and prioritized workloads and manage multiple tasks and projects at the one time
- Demonstrated above-average verbal and written communication skills; extremely organized and detail-oriented
- Demonstrated professional demeanor and ethical disposition, with positive attitude and patience, exercising tact and professionalism in all matters
- Demonstrated ability to maintain confidentiality and use discretion in dealing with sensitive information, exercising considerable discretion and good judgment, demonstrated conscientious and dependability
- The following physical demands are requirements and must be met in order for the successful performance of the job position: Standing and sitting for extended periods of time.

This job description is not designed to provide a comprehensive listing of duties and activities, which may change within the timeframe of the job description.