



JOB DESCRIPTION

Job Title: Part-Time Physical Therapy Administrative Assistant

Department: Physical Therapy

Reports To: Physical Therapy Manager

Schedule: 24 - 36 hours per week

Position Summary:

Responsible for communicating with patients, providers, and other clinic staff, maintaining organization of the office, and ensuring that the environment is welcoming, calm, and quiet for our patients and their families.

Qualifications and Requirements:

1. Educational Requirements:

- Must be able to read, write, speak and understand English
- High School or equivalent

2. Experience Requirements: None

3. Special Skills or Training:

- Excellent customer service skills
- Basic computer skills
- Ability to evaluate and interpret information and make independent decisions
- Ability to perform mathematical functions
- Knowledge of medical terminology helpful

4. Physical Requirements:

- Standing, walking, bending, sitting, lifting, grasping, fine hand coordination
- Ability to hear
- Ability to remain calm under stress

Essential Duties and Responsibilities:

1. Answer and screen incoming calls and patient inquiries, relaying messages or transferring calls to the appropriate staff
2. Gather applicable documentation from new patients

3. Correspond with insurance companies regarding prior authorization information for the entire facility
4. Assist in all scheduling tasks for department
5. Performs various clerical duties
6. Assists in maintaining an orderly office environment
7. Retrieves patient charts as needed
8. Fills linen closet
9. Assists in ordering and restocking therapy tools
10. Assists in sanitizing equipment between patients
11. Assists in sending facsimile
12. Maintain appropriate office documentation
13. Verify daily input and output charges
14. Update daily department tracking mechanisms
15. Maintain Patient Confidentiality
16. Know and comply with Residents' Rights rules
17. Treat Residents, Patients, Visitors and Co-workers with kindness, dignity and respect at all times
18. Attend and participate in orientation, training, mandatory education, in-services, staff meetings and education courses as instructed to further improve knowledge and skills
19. Promote teamwork; encourage others to work to the best of their ability; assist with training of new co-workers, if needed
20. Have a positive attitude; accept change willingly; follow facility rules, regulations and job assignments; accept suggestions well for work improvement; perform well with minimum supervision; do what is requested without complaint; cooperate with supervisor and show respect at all times; speak well of company and job
21. Lack of absences and tardiness; request changes to schedule infrequently; give timely notice of absences; take allowed time for breaks; willingly come in when called
22. Follow company dress code

I understand this job description and its requirements; I understand that this is not an exclusive list of the job functions and that I am expected to complete all other duties as assigned; I understand the functions may be altered by management without notice; I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

Employee Signature

Date

