

MOUNTAIN HOME HEALTH CARE, INC.  
P.O. BOX 2566, TAOS, NM 87571  
630 PASEO DEL PUEBLO SUR, STE 180, TAOS, NM 87571  
(575) 758-4786

## JOB DESCRIPTION: FRONT OFFICE ASSISTANT

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### POSITION SUMMARY

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Provide assistance to Mountain Home Health Care staff and programs

Reports to: Office Manager

Schedule: Monday – Friday. Twenty-Five (25) hours per week for *either* Shift 1 or Shift 2.

Shift 1: 8:00am – 1:00pm

Shift 2: 12:00pm – 5:00pm

\*Each position will function as “Back-up” for the other, so there may be times where full-time is necessary when the other is sick or on vacation. Office assistants are responsible for coordinating schedules to assure front-office coverage and get approval from Supervisor for any schedule changes.

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### QUALIFICATIONS

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1. High school graduate or equivalent.
2. Knowledge of medical terminology or a general medical background desirable.
3. Excellent telephone, communication, interpersonal, and documentation skills.
4. Comfortable and proficient with technology such as Computers, multi-line phone systems, iPhones, Tablets, or willing to be trained.
5. Speak, read, write, and comprehend English. Spanish speaking desirable.
6. Time management, organizational skills, and ability to function with minimal direction.
7. Excellent interpersonal skills and ability to get along with a wide variety of people in a fast-paced office setting.
8. At least three years of experience in office related functions.

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### ESSENTIAL FUNCTIONS/AREAS OF ACCOUNTABILITY

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1. Receive incoming correspondence and directing to correct personnel by directing phone calls, e-mails or faxes.
2. Greet and help individuals that walk into the office and provide accurate information.
3. Take and pick-up mail, disburse mail to correct recipients (During 1-hour over-lap for errands).
4. File all information in patient charts (EPSDT, home health and hospice charts): nursing and PT notes, physician orders, etc. Organize information into appropriate categories: nursing, PT, HHA, supervision, physician

orders, IDG meetings, etc. and in reverse chronological order (most recent on top). Copy signed physicians' orders to give to the physicians. Create patient index cards as new clients are created (using phone # info on cards rather than Carefacts).

5. Account administration of phone system, and company e-mail system. This includes: updates to phone list, set-up of new e-mail accounts, issuance of cell phones.
6. Upon discharge, place chart information into manila folders, file in discharged, multiple or deceased files. Purge HH and Hospice charts when filing cabinets get full.
7. Send feedback surveys to patients and families of discharged non-Medicare patients.
8. Maintain Start of Care Packets and other applicable documents. Copy and re-stock as needed.
9. Maintain office equipment functionality, including; postage machine, copy machine, and fax machine. Order supplies when necessary, as well as scheduling maintenance of machines if needed.
10. Phone duties, which include, but are not limited to: answering phones and directing to the right individual, occasionally taking calls for staff, putting on-call and taking off the call-forwarding service, tracking updates to on-call personnel, taking phone messages and routing to correct personnel, and assisting callers with questions.
11. Updating and tracking office calendar, alerting staff when other staff members are out of the office.
12. Opening and closing duties.
13. Assisting staff with various functions which may include: ordering lunches, faxing duties, taking meeting minutes, creating excel spreadsheets, job postings, making copies, event planning, etc...
14. Maintaining general tidiness of the office.
15. Be back-up for opposite shift when they are out sick or on vacation.
16. Inventory, organize, stock and order supplies.
17. Other duties as assigned.

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#### **PHYSICAL/ENVIRONMENTAL DEMANDS**

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See ADA Requirements.

I have read and understand the above job description of the Administrative Assistant.

Signed \_\_\_\_\_ Date \_\_\_\_\_