

 Goochland Powhatan COMMUNITY SERVICES Connect. Grow. Thrive.		
	Title: Administrative Services Assistant	
Position Classification	Job Family: Administration	FLSA Status: Non-Exempt
Description	Pay Grade: 2	Benefit Eligibility: All
Employee Name (print):		
Employee Signature: (I have received a copy of this job description and my supervisor has reviewed it with me)		Date:
Manager Signature:		Date:
Senior Director of Finance Signature:		Date:
Executive Director Signature:		Date:
Date Position Description Last Reviewed: 9/22/26		
Date Position Classification Last Reviewed: 2/5/24		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under supervision of the Reimbursement Manager, this position is responsible for providing front desk (receptionist) services. This position is responsible for providing clerical support to Goochland Powhatan Community Services providers located in Goochland and Powhatan Counties. This position greets consumers and assists with checking them in for appointments and scheduling upcoming appointments. Assignment may be at either the Goochland or Powhatan location.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Open and close the office each day
- Serve as receptionist for GPCS office(s) including greeting consumers and guests, assisting walk-ins, answering phone calls, routing calls as appropriate, and checking consumers in/out
- Maintain computerized appointment schedules for doctors, nurse practitioners and clinicians including scheduling, rescheduling and cancelling appointments as necessary
- Log consumer's appointment information into Electronic Health Record
- Maintain consumer demographic information in the Electronic Health Record through use of established report and/or notification procedures
- Receive and transmit payments at time of service
- Prepare consumer orientation packets and go over them with the consumers and have them sign that they received them
- Work through Call Back Report
- Learn and use the appointment reminder platform and perform appointment reminder phone calls when needed
- Keep inventory of required office products, including appointment cards, ordering additional supplies when necessary
- Assist with administrative tasks, including established auditing procedures, as requested by supervisor
- Inspect fire/safety equipment periodically (including all first aid and bloodborne pathogen kits), as required by Agency Safety Officer

- Ensure exit lights are working
- Be a resource to all agency staff and consumers regarding front office issues
- Receive incoming mail, date stamp, and distribute
- Scan consumer information received from clinicians into consumer record

REQUIREMENTS

EDUCATION

High School Diploma or GED

EXPERIENCE

1 to 2 years of front office work or customer service. Prior experience in a medical office environment is preferred

LICENSE(S)

Position will be required to possess a valid Virginia driver's license

PRE-EMPLOYMENT

Must submit to pre-hire criminal background check

KNOWLEDGE AND ABILITIES

- Knowledge of services provided, and consumer population served by Goochland Powhatan Community Services
- Knowledge of consumers with intellectual, developmental, and mental disabilities and behavioral situations
- Knowledge of Goochland Powhatan Community Services policies and procedures
- Knowledge of customer service and acceptable phone etiquette practices
- Knowledge of maintaining electronic files
- Knowledge of Record Management requirements for program documentation
- Ability to work with persons with disabilities and handle a variety of behaviors
- Ability to communicate with consumers and consumer's family members or guardians
- Ability to relate well with public, staff, and county personnel in performing tasks
- Ability to utilize computer software, keyboarding, in performing data entry and report preparation. This includes Microsoft Office programs and Electronic Health Record system
- Ability to exercise sound judgment, demonstrate initiative, and work with minimal supervision
- Ability to multi-task and handle interruptions
- Ability to be a team player
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support and in-service First Aid and CPR training
- Possess good communications skills
- Possess good organizational and time management skills
- Ability to maintain confidentiality of consumer's information

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

Work environment is primarily an office environment working at a desk. Position may be at either Goochland or Powhatan offices and require travel to either office.

Sitting: 90%; Standing/Walking 8%; Driving: 2%

Average Weight Required to lift or carry at any one time: 50 pounds for brief periods of time