

## **Loyola Recovery Foundation Job Description**

**Job Title:** Phone Intake Specialist – Administrative Support

**FLSA Status:** Non-Exempt

**Department:** Administration

**Reports to:** Director of Admissions and Billing

**Summary:** Facilitates the communication and flow of phone calls and work of the Centralized Admissions Unit (CAU). Will work directly with CAU staff to support admissions and administrative functions of Loyola Recovery Foundation by performing the following duties:

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Respects and maintains customer confidentiality. Demonstrates a positive and caring attitude towards customers and staff. \*
2. Assists with completing the administrative (non-clinical) aspects of the CAU intake process. \*
3. Promptly and courteously answers incoming calls, relays exact information or handles appropriately, noting that executive communication is shared only with executive staff. Makes phone contact with staff, patients, funders, and community as needed or assigned. \*
4. Organizes/maintains, program files, patient files, agency contract files, agency forms, committee files, and insurance binders. \*
5. Prioritizes all work to meet established deadlines. Provides staff support, as requested. \*
6. Coordinates and oversees the completion of special projects as needed. \*
7. Performs other duties as needed or requested by the supervisor. \*

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education/Experience:**

Bachelor's degree (B. A.) preferred, or an Associate's degree in secretarial science; or the equivalent combination of administration and secretarial experience. Knowledge of office procedures, equipment and other systems is necessary.