



## Office Assistant

Please send resumes and cover letters to [ashlee.franklin@olmoutreach.org](mailto:ashlee.franklin@olmoutreach.org)

**Reports to:** Dental Director

**Location:** Primarily Johns Island, SC 29455 and Occasionally Charleston, SC 29403

**Salary:** \$41,000 - \$45,000/year

For over 30 years, Our Lady of Mercy Community Outreach has been committed to the community. We assist our neighbors in need, helping individuals and families achieve their desired path to success. We work to address the root causes of poverty and create systemic change by providing basic and emergency resources, education, job assistance and health services. Our holistic, case-management approach addresses the core aspects of a successful life and provides opportunities for generations of families to build sustainable skills and overcome barriers. We believe that everyone has the right to thrive.

Our Lady of Mercy Community Outreach is about community, inside and out. We welcome talent, innovation, compassion and enthusiasm for our mission and how we are changing the communities we serve. You'll find team members who are eager to team up and collaborate together. We are looking for an Office Assistant who wants to make a difference in people's lives every day and deepen our impact.

### Job Description

The Office Assistant acts as the Front Desk Assistant of the Our Lady of Mercy Community Outreach Wellness Center handling day-to-day front desk operations for all health and wellness programs including, but not limited to, Dental and OB-GYN. Serves as the primary front desk receptionist, providing Spanish interpretation as needed. Establishes and maintains caring and professional relationships with clients and/or patients, visitors, volunteers and staff. Handles all scheduling aspects for the Wellness Center including patient appointments and volunteer coverage and supports data collection and reporting. Handles all patient paperwork required for eligibility and clinical care. Ensures excellent customer service, orderly client/patient flow, organized patient information/records.

## **Job Requirements**

- **Education:** High School diploma or equivalent. Bilingual in Spanish and English preferred.
- **Experience:** Experience with clinical scheduling and/or front desk operations required.

## **Qualifications/Skills**

- Experience with clinical scheduling and/or front desk operations required.
- Proficient in Microsoft Office and Google Suite.
- Excellent interpersonal, communication, customer service and relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- Possess exemplary organization and telephone skills with keen attention to detail.
- An avid learner able to be flexible and adapt to a changing environment.
- A highly skilled multitasker with the ability to wear many hats in a fast-paced, high pressure environment.
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Knowledge of charitable and local community is an advantage.
- Experience with Eaglesoft or Dental scheduling software is a strong plus.

## **Core Values of the Organization**

- Compassion - Serving with a spirit of charity, love and understanding.
- Inclusiveness - Committing to ensure diversity and acceptance of all people.
- Dignity - Treating individuals with respect and honesty in all situations.
- Empowerment - Achieving results through teamwork and partnership.
- Integrity - Conducting ourselves in a highly ethical manner and serving as good stewards of our resources.

## **Role-Specific Competencies**

- Ability to multitask, manage time and prioritize tasks.
- Provide excellent customer service.
- Well-developed organizational and communication skills.
- Be a supportive team player.
- Display professional behavior.

## Job Duties

### Customer Service/Communication:

- Provide high level customer service maintaining a professional, cooperative manner with patients and colleagues, especially in times of stress.
- Respect and maintain the privacy and dignity of clients ensuring client confidentiality at all times.
- Register patients according to established OLMCOS protocols and explain policies to patients.
- Direct patients and medical representatives to the appropriate location and services.
- Passes on patient and colleague feedback/information regarding complaints or praises to the Dental Director in a timely manner.
- Communicate with volunteers, as needed, to ensure accurate scheduling of volunteers and capacity for procedures.

### Office Administration:

- Answer phones appropriately and professionally, making decisions about patients and their concerns and directing them to the correct person.
- Schedule patient appointments and reminders to optimize patients' satisfaction, provider time, and treatment room utilization.
- In collaboration with Wellness Staff, maintains all necessary processes required prior to scheduling, included but not limited to medical history, eligibility and required testing.
- Keep patient appointments on schedule by notifying the provider of the patient's arrival; reviewing service delivery compared to schedule; reminding the provider of service delays.
- Ensure availability of treatment information by filling and retrieving patient records.
- Keep the reception area ready for each working day, open the building at the specified time, and have all front desk activities fully operational at the start of the business hours.
- Maintain both paper and electronic medical records, update patient information as required, eligibility records and report/grant statistics monthly and other timeframes required.
- Schedule volunteers as needed to cover the schedule.
- In collaboration with the Wellness Administrator, collect and finalize in-kind program donations.
- Participate in staff and professional development meetings.
- Maintain AED equipment, CPR training schedule, knows the locations of fire equipment, alarm, and location of emergency numbers and reports potential safety hazards to the Dental Director.
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; and participating in professional societies.

#### Teamwork:

- Support teamwork among staff within the Wellness Center and across all OLMCOS services.
- Maintain a willingness to collaborate with and support other OLMCOS departments as needed.
- Assist with special events and fundraisers as needed.
- Show willingness to share strengths with co-workers to maintain service and promote teamwork.
- Promote OLMCOS's mission, vision, and values, treating all people with dignity and respect.
- Represent OLMCOS to the client/patient community and coordinates efforts as needed with other OLMCOS staff on behalf of clients.
- Other duties as assigned.

#### **Schedule**

This position is a full-time position for 28 hours per week, primarily Monday-Thursday. Additional hours may be required during peak times, which may require an adjusted work schedule; all work hours above standard hours must have pre-approval of supervisor.

#### **Benefits**

Flexible schedule, Paid personal leave, 10 paid holidays, paid medical, dental, vision, life, AD&D, long term disability, 403B plan with matching contributions.

#### **Physical Demands & Work Environment**

Work is performed in a fast-paced and sometimes stressful, professional office environment with noise at moderate levels. Position requires employees to effectively use a computer at a workstation for long periods of time and to accommodate potentially frequent interruptions. Must be able to lift 10-15 pounds.

#### **Our Lady of Mercy Community Outreach is an Equal Opportunity Employer**

Our Lady of Mercy Community Outreach is committed to an inclusive workplace and is an equal opportunity employer. We do not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status.