

WESTMONT COLLEGE

Office Manager

Health Center and Counseling Center

Summary:

The Office Manager is responsible for providing comprehensive administrative support for both the Health Center and the Counseling Center.

Qualifications:

Requirements include: Understanding of and personal support for the mission of the college; highly developed organizational skills, attention to detail, initiative, flexibility and professionalism; ability to manage multiple tasks and to meet deadlines; strong interpersonal skills and ability to work as a team player; exhibits a highly developed ethic of discretion and confidentiality; ability to write, proof, and edit correspondence, contracts, policies, procedures, and forms; minimum of 3 years administrative or receptionist experience required, preferably in a medical or counseling center setting that included the processing of insurance claims; knowledge of or capacity to learn and utilize Microsoft Office Suite VENDORLINK accounting software and common medical terminology and pathologies.

Responsibilities:

- Welcomes students as they enter the building and establishes a warm and friendly office environment; describes and performs check-in process depending on the nature of the visit
 - Serves as the initial point of contact for students seeking services. Interfaces daily with students, faculty, staff, and parents regarding services and needs. Directs students to appropriate college resources.
 - Recognizes and comfortably deals with persons experiencing emotional distress and/or crisis.
 - Provides administrative support for directors of both centers including maintaining files and forms, scheduling appointments, distributing incoming mail, and preparing written correspondences.
 - Assists both directors in some of the organization and communication challenges of both centers related to part-time staffing schedules.
 - Assists students with understanding student health insurance coverage and filing claims.
 - Works with the insurance company regarding billing and insurance disputes.
 - Interfaces with college insurance provider on behalf of area health care professionals.
 - Communicates with outside mental health agencies.
 - Maintains all assessment documentation from both centers that provide evidence of efforts to improve services.
 - Maintains and updates statistical records as requested by either director
 - Hires, trains and supervises student workers who cover the desk during the lunch hour
 - Assists students with process of arranging transportation to off-campus appointments
 - Enters request for departmental payments and deposits using VENDORLINK
 - Assists in marketing strategies to promote both centers and to disseminate educational materials related to issues of wellness.
 - Assists in maintaining and updating the web pages of each center.
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- Helps organize and provide support during the annual athletic physical exams

- Organizes library, self-help aids, and a check-out process for both centers
- Maintains a check-out process for loaning medical equipment.
- Arranges transportation for off-campus appointments
- Insures that new students receive Health History forms and all students/parents receive information on student insurance
- Joins the center directors and professional staff in developing goals, budget management, and staff development.
- Represents the centers at campus functions as requested (e.g. Orientation)
- Attends and participates in All Student Life Staff meetings and at the staff meetings of each of the centers as needed.
- Available to occasionally assist in the evening (e.g. educational programs, athletic physicals)
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers by sharing ideas and resources willingly, constructively and positively; respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds.
- Performs other duties as requested by the Directors.

Schedule:

8am-5pm during the days the students are in session; summer hours are flexible; 1560 total annual hours

Reports to:

Director of Health Services and the Director of Counseling Services