

ADMINISTRATIVE ASSISTANT (RECEPTION/SCHEDULING)

Job Status:	Part-Time (hourly)/ Full-Time	Reports To:	Administrative Director/ Office Manager
Pay:	Starting \$16 hour; \$30K year	Date:	January 1, 2025
Hours:	M-F; Flexible Hours		
Qualification	High school diploma/GED and at least 2 years relevant work experience supporting medical office operations; Secondary Ed. degree is preferred; Bi-lingual in Spanish is preferred. Must have updated child abuse clearance, and FBI and state criminal background checks.		

Company Information

Children's Universal Behavior Services (affectionately known as "CUBS") was founded in the Pocono Mountains to meet the growing need for comprehensive behavior services for children, their families, and educational institutions affected by autism and related disorders.

Our team has a distinct and effective approach to implementing behavior analytic services, grounded in the evidence-based practice of Applied Behavior Analysis (ABA). CUBS individualized behavior programs have a common goal - to encourage wellness, foster independence and inclusion, prepare for learning, and promote personal empowerment so that children and their families can **THRIVE**. By actively engaging with their communities, peers, and collaborative care providers, children are more likely to maximize their potential and quality of life.

CUBS operates a center in Shawnee on Delaware, Pennsylvania and serves children ages 0-13 in school, home, and community-based settings with exceptional therapeutic and habilitative treatments. Services also include parent training and consulting, as well as training for professionals who are involved in the treatment and education of children.

To apply online or for more information about CUBS, please visit www.ChildrensUniversal.com.

Position Summary

We are seeking an energetic, caring, and mission-driven individual who is eager to help us bring ABA services to underserved communities. As key members of our front office team, Administrative Assistants help to facilitate the delivery of high quality care by supporting functional areas including, **scheduling, reception, client intake and authorizations, credentialing, personnel and records management, compliance, and operations support.**

Administrative Assistants report directly to the Office Manager for technical guidance and prioritizing workload, as needed. From day-to-day, they may receive requests from the Clinical Director or Administrative Director to assist with time-sensitive administrative tasks. They operate independently and utilize all available resources to communicate and coordinate efficiently with current and

prospective clients, CUBS team members and other stakeholders while ensuring all activities comply with the safe handling of Protected Health Information (PHI).

Skills and Qualifications

- High School Diploma/GED is required; Higher Ed. Degree is preferred
- 2+ years administrative experience in scheduling/reception; medical office preferred
- Ability to build rapport and connections with potential clients from all backgrounds, exuding warmth, empathy, and reliability
- Ability to work independently and collaborate with a cross-functional team
- Strong organizational skills – maintain digital archives, standardization, practice management software and physical office
- Strong customer service skills – active listening, empathetic, acknowledge their feelings, and maintain a calm and friendly tone
- Strong communication skills – Exceptional verbal, written, and interpersonal communication skills, including telephonic and email messaging etiquette
- Proficiency in various software applications and suites including Microsoft Office, Adobe Acrobat, and practice management software; Microsoft Teams, Zoom, and other virtual meeting platforms; document editing and electronic signature; and has general computer literacy to operate independently with purpose and efficiency
- Knowledge and experience engaging health insurance carriers is preferred
- General knowledge of Applied Behavior Analysis (ABA)
- Understands HIPAA compliance and maintains confidentiality
- Bilingual in Spanish is preferred, but not required

Duties and Responsibilities

In a dual role as the Receptionist and Scheduler, this administrative professional has daily responsibilities within our center, but also the flexibility to perform their duties remotely, as applicable. They are central to maintaining accurate schedules, disseminating time-sensitive information, and reliably supporting our center operations on a daily and consistent basis. The responsibilities of the position are grouped in the following 3 areas: **Reception, Scheduling and Operations Support.**

Reception

As the first point of contact when visiting or calling CUBS, the receptionist position (or “front desk”) is the gateway to CUBS services, resources, and support. First and foremost, communication is the most vital, exercised skill of this position. The coordination of information with internal and external entities is routine. They possess a natural intuition to optimize the organization of the space and be a steward of customer service and support. The daily duties include, but are not limited to:

- Greeting and welcoming staff, clients, and visitors: As the first point of contact, the receptionist is the face of CUBS, exudes a warm and welcoming persona, and is the influencer of a positive and friendly atmosphere.
- Answering phone calls: Professionally handles all calls, voicemails, and service inquiries with care, clarity, and timeliness. The receptionist intercepts all calls, routes calls to the appropriate departments or staff, and responds promptly and completely to requests for information.
- Guiding patrons to resources, websites, and the path for care

- Establishing healthy and professionally appropriate relationships with clients, staff and patrons of CUBS
- Communicating effectively through various applications, media and methods

Scheduling

The Scheduler optimizes schedules for service delivery and other activities. They troubleshoot daily scheduling demands to minimize service disruptions and maximize utilization and our standards of collaborative care. Medical office scheduling is both an art and a science. It requires a delicate balance of matching client demands with staff experience to ensure compatibility without compromising the safety and effectiveness of treatment. Furthermore, the duties and responsibilities of the Scheduler include, but are not limited to:

- Maintaining proficiency in CUBS' practice management software (Aloha ABA). It is expected that accuracy and punctuality improve over time through training, practice and initiative.
- Responding to time-sensitive scheduling tasks:
 - For **urgent** scheduling adjustments, the schedule will be updated immediately following notification. Types of urgent schedule adjustments include, but are not limited to:
 - Same-day client/staff cancellations or call-outs
 - Same-day schedule errors/discrepancies
 - Client late arrivals/departures (8 minutes or more)
 - For **non-urgent** schedule adjustments, the schedule should be adjusted immediately if convenient, but no later than close of business (5:30 PM) the same day of the request. Types of non-urgent schedule adjustments include, but are not limited to:
 - Staff requests to add indirect "admin" time worked
 - Staff time-off requests (except for same day)
 - Client's notifications of unavailability (i.e. future doctor's visits, vacation, etc)
- Maintain weekday availability to triage schedules **by 7:00 AM** due to call-outs
- Disseminating the upcoming week's schedule accurately **by Friday @ Noon**
- Ensure information disseminated with clients aligns with CUBS policies

Operations Support

In support of the Office Manager, Administrative Assistants help improve administrative forms, processes and flow. The Administrative Assistant should have a natural intuition to continuously improve office organization and efficiency. Duties include, but are not limited to:

- Maintaining an organized, clean and sanitary office/workspace
- Developing and maintaining forms and templates
- Coordinating and routing documents to/from staff and clients
- Monitoring office stock and center supplies and materials
- Improving the standards of physical and digital document management, including maintaining filing systems, organizing documents, ensuring proper record-keeping, updating client information
- Ensuring that client records are organized and confidentially maintained. This includes filing paperwork, inputting data into electronic systems, and retrieving records when necessary
- Providing support to staff through onboarding processing, document proof-reading, and other administrative assistance

Experience

- Required: None.



- Preferred: Experience working with children ages 0-13 in a classroom or 1:1 setting; experience implementing the principles of ABA; and/or childcare experience.

Education

- Required: High school diploma or GED.
- Preferred: Bachelor's or Master's degree in Psychology, Education, Applied Behavior Analysis, or related field; At least 6-months experience delivering ABA services.

Reporting Relationship

- Employment Supervisor: Administrative Director.
- Clinical Supervisor: Behavior Consultant/Behavior Analyst.

Related Training

- Responsible for completing and maintaining all required certifications and trainings once employed including, but not limited to: RBT training, CPR, First Aid, TACT 2, Clearances/Background Checks, and other company in-services and trainings as directed by employment supervisor.

Benefits of Joining CUBS

- Part-Time and Full-Time positions available with flexible hours.
- Competency-based compensation: A clear path for advancement while maintaining the highest quality services.
- Six (6) paid holidays.
- Paid time off (PTO) for full-time employees.
- Professional development programs for BT to BCBA.
- BCBA Supervision hours towards certification.
- Employee Wellness Program.
- Language Stipend.

Application Procedures

Submit a letter of interest, resume of relevant experience, and names and contact information for three (3) references via our website (www.ChildrensUniversal.com), under the Employment page. You are also welcome to fax, mail or deliver your application package and clearances to the address below. We are looking forward to connecting with you!

Children's Universal Behavior Services

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