

Job Description

Administrative Assistant

Position Summary

The Administrative Assistant provides comprehensive operational, administrative, billing, quality assurance, marketing, and executive support for a workers' compensation nurse case management organization. This position serves as a central point of coordination for referral intake, document management, quality control, billing processes, event planning, staff support, and business development initiatives. The role requires exceptional organizational skills, attention to detail, confidentiality, technical proficiency, and the ability to manage multiple priorities in a fast-paced healthcare environment. 5 years of experience required.

Essential Duties and Responsibilities

Referral Intake & Case Management Support

- Receive, review, process, and distribute new claimant referrals to Nurse Case Managers.
- Create and maintain electronic case files within the company electronic medical records (EMR) system.
- Upload, organize, rename, and index claim documentation and referral records.
- Coordinate referral intake communications with referral sources and nurse case managers.
- Ensure timely processing of new cases and supporting documentation.
- Monitor referral workflows and assist with onboarding new cases.

Medical Records & Document Management

- Receive, review, process, and distribute incoming faxes, eFaxes, medical records, and treatment documentation.
- Rename, categorize, and upload documentation into the EMR according to company standards.
- Route records and correspondence to the appropriate nurse case managers.

- Conduct quality reviews of uploaded records to ensure accuracy and completeness.
- Maintain document organization and assist with records standardization and system migration initiatives.
- Manage large-volume document processing projects while maintaining confidentiality and data integrity.

Quality Assurance & Compliance Support

- Perform bi-weekly quality audits of nurse case management activities and documentation.
- Identify discrepancies, documentation deficiencies, and process variances.
- Communicate correction requests and provide follow-up to ensure completion.
- Review mileage logs for accuracy and compliance.
- Maintain quality tracking records and report findings to management.
- Support continuous process improvement initiatives.

Billing & Accounts Receivable Administration

- Generate monthly invoices within the EMR system.
- Download, format, organize, and maintain invoice records.
- Enter billing data into invoice tracking spreadsheets.
- Audit invoices for accuracy and completeness before submission.
- Coordinate invoice corrections with nurse case managers.
- Submit invoices for management review and approval.
- Distribute approved invoices to clients via email and mail.
- Convert and prepare invoice files for import into QuickBooks.
- Upload invoice data and assist with billing reconciliation.
- Monitor aging accounts receivable and conduct follow-up on outstanding invoices.
- Maintain invoice notes, billing records, and supporting documentation.

- Convert finalized billing records to PDF and prepare reports for company ownership and leadership.

Reporting & Spreadsheet Management

- Create, maintain, and modify Excel spreadsheets used for mileage tracking, billing, reporting, and operational processes.
- Compile and organize operational and billing data for management review.
- Ensure data accuracy and consistency across reporting systems.
- Generate reports as requested by leadership.

Event Planning & Business Development Support

- Plan and coordinate company networking events and client appreciation events.
- Research and secure venues, catering, accommodations, and event services.
- Coordinate invitations, attendee tracking, and event logistics.
- Collaborate with leadership on event themes, budgets, décor, and promotional materials.
- Design and coordinate branded giveaways, gifts, and event materials.
- Support conference attendance planning and trade show logistics.
- Assist with business development and client relationship initiatives.

Marketing & Communications

- Manage the company LinkedIn presence and scheduled content calendar.
- Create social media graphics, marketing materials, brochures, mailers, and promotional items.
- Research competitor marketing activities and recommend strategies to increase brand visibility.
- Support outreach campaigns targeting employers, insurance adjusters, and referral partners.
- Coordinate direct-mail campaigns and relationship-building initiatives.
- Develop branded materials for conferences, networking events, and business development efforts.

Recruiting & Human Resources Support

- Create and post employment opportunities across recruitment platforms.
- Screen and organize applicant information for management review.
- Schedule interviews and coordinate candidate communications.
- Assist with onboarding logistics and administrative support for new hires.
- Maintain applicant and employee administrative records.

Travel & Meeting Coordination

- Coordinate travel arrangements for staff, including flights, hotel accommodations, and rental vehicles.
- Work directly with employees to ensure efficient travel planning.
- Arrange conference registrations and related travel logistics.
- Schedule meetings and coordinate Microsoft Teams meetings as requested.

Executive & Operational Support

- Provide direct administrative support to company leadership.
- Assist with strategic business development and outreach initiatives.
- Support development and maintenance of company policies, procedures, and standard operating procedures (SOPs).
- Order and manage office supplies and business materials.
- Troubleshoot basic technology, EMR, and user-access issues.
- Respond to operational requests and urgent administrative needs throughout the workday.
- Serve as a primary resource for internal administrative and operational support.

Required Qualifications

- High school diploma required; Associate's or Bachelor's degree preferred.
- Minimum 5 years of administrative, operations, healthcare, or business support experience preferred.

- Proficiency in Microsoft Office Suite, particularly Excel, Outlook, Word, and Teams.
 - Experience working with EMR systems and electronic document management systems.
 - Strong organizational, multitasking, and time-management skills.
 - Excellent verbal and written communication skills.
 - Ability to maintain confidentiality and handle sensitive information.
 - Strong attention to detail and commitment to accuracy.
 - Ability to work independently and manage competing priorities.
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Preferred Qualifications

- Experience in workers' compensation, healthcare administration, medical records management, or nurse case management environments.
 - Experience with QuickBooks billing processes.
 - Marketing, event-planning, or social media management experience.
 - Experience supporting quality assurance or compliance activities.
 - Familiarity with policy and procedure development.
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Key Competencies

- Operations Management
- Billing Administration
- Quality Assurance
- Medical Records Management
- Document Control
- Executive Support
- Event Coordination
- Project Management
- Business Development Support

- Client Relations
- Technical Troubleshooting
- Data Management & Reporting
- Process Improvement
- Communication & Collaboration