

Job Description: Administrative Assistant
Position FTE: Contract, 1/20/2025-3/14/2025
Reports to: Clinical Coordinator
Location: Missoula, Montana



BLUE MOUNTAIN CLINIC OVERVIEW:

Blue Mountain Clinic (BMC), a 501(c)3 non-profit, has been providing comprehensive healthcare services to patients from Missoula and the surrounding region for over 47 years. Our services include integrated family medicine, sexual and reproductive healthcare, mental health counseling, and gender affirming care. With a multi-disciplinary team of over 20 dedicated staff members, we prioritize individualized, evidence-based healthcare that respects personal connections.

JOB SUMMARY:

Front Desk Administrative Staff will be responsible for clerical and reception duties associated with patient scheduling and registration and will handle a large volume of incoming calls. This person must display excellent customer service and communication skills, both internally and externally, in a fast-paced environment. In addition, this person is responsible for greeting and assisting patients, monitoring the security of the clinic, collecting payments, and maintaining BMC's medical records. The ideal candidate is highly organized and dedicated to customer service. Blue Mountain Clinic's mission is to provide individualized, choice-based healthcare that respects the power of personal connection.

JOB DUTIES AND RESPONSIBILITIES:

Note: This document is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities of personnel so classified.

- Answer a high volume of phone calls in a professional and courteous manner.
- Schedules patient visits and procedures for multiple clinicians adhering to clinical protocols.
- Monitor security and clinic access through main entry.
- Responds to questions and concerns and directs them to appropriate location or department.
- Provides on-going communication with clinical staff regarding real-time patient status.
- Monitor the day's appointment schedule, communicating changes to appropriate staff to attain efficient and effective delivery of services, and is in constant communication with all areas of the clinic.
- Collaborates with medical staff and their associates to optimize efficiency and effectiveness in scheduling.
- Collects and enters all necessary demographic, clinical, billing and insurance information from patients or responsible parties.
- Provides patient education by explaining preps and patient instructions for the scheduled procedure following scheduling protocols.
- Informs patients of possible co-pays and deductibles needs to be paid at the time of service.
- Communicates effectively with clinicians and clinical staff, and patients.
- Greet and attend to patients in person and over the phone.
- Adhere to all privacy and security standards involving Protected Health Information(PHI) as set forth by the HIPAA rule.
- Complete patient medical record requests in compliance with current laws as requested by client, practitioners, other medical professionals, insurance companies, etc. no later than 15 days of receipt.

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- Monitor waiting room activity and appearance.
- Routes test results, FAX reports, and messages to appropriate staff.
- Review eligibility and phone list for upcoming appointment and call for Medicaid Passport Authorization.
- Open and disperse all incoming mail, prepare outgoing mail, and sign for packages from delivery services.
- Operate various office equipment including FAX, photo copier, computer, printer, postage meter, 10-key et al.
- Works to foster team spirit with co-workers.
- Performs other work-related duties as assigned.

QUALIFICATIONS:

- High school diploma or GED
- Customer service (3 years preferred)
- Medical office experience (1 year or more preferred)
- CPR Certification and HIPAA Certification (may complete upon hire)

KNOWLEDGE, SKILLS AND ABILITIES:

- Attention to detail
- Ability to multi-task and prioritize tasks
- Ability to handle large volume of incoming calls
- Medical terminology (preferred)
- Ability to maintain confidential information
- Understanding of the medical, social, and political complexities of reproductive health care including abortion.
- Ability to respond appropriately to crisis situations
- Ability to make sound decisions, take appropriate action, and follow tasks through to conclusion.
- Understanding of a variety of health care issues including reproductive health. Aptitude and enthusiasm for researching current trends in abortion services.
- Willingness to advocate for BMC both in-house and in the community.
- Ability to communicate and work effectively with a variety of individuals, as well as other agencies and professionals in the community.
- Ability to interact with people in a pleasant, non-judgmental manner, even under stressful conditions
- Willingness to take responsibility for own part in communication breakdowns and to work toward resolution of resulting problems.
- Ability to successfully accept and act on constructive criticism.
- Ability to communicate complicated information effectively, both orally and in writing, with a variety of individuals.
- An interest in and respectful attitude toward all people.
- Good work habits, including punctuality and ability to organize and manage time and information.

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VALUES, ATTITUDES, AND BEHAVIORS:

- Shares values of compassion, bodily autonomy, and equity
- Committed to Blue Mountain Clinic’s mission, ensuring access to essential healthcare, including abortion and gender-affirming care
- Enjoys organizing and optimizing processes for greater efficiency and effectiveness
- Experienced problem-solver with an orientation toward outcomes and continuous improvement and learning
- Treats colleagues, patients, partners, and community members with dignity and respect, resolves conflicts promptly, and demonstrates flexibility and adaptability

WORKING CONDITIONS AND REQUIREMENTS:

Location: Blue Mountain Clinic in Missoula, Montana

Schedule: This is a full-time position with full-time defined as 30 hours per week.

Working conditions: Normal office and clinic environment. Exposure to contagious diseases and other patient-related conditions. May be required to alter scheduled hours or days off. This position requires occasional weekend and evening work. Exposure to unpleasant sights, sounds or odors may be encountered. The nature of this work may be emotionally taxing and may involve encounters with anti-choice harassment and violence.

Physical requirements: Ability to operate technology, lift supplies, and communicate clearly

To Apply: Please email a resume and cover letter to hire@bluemountainclinic.org