

Full-Time Administrative Assistant

Location: Plymouth, MI

Schedule: Full-time (40 hours/week)- Upon hire, you'll be assigned a consistent weekly schedule based on your availability and the needs of the practice. Scheduling options may include weekdays, weekends, early morning, daytime, or evening shifts.

McCaskill Family Services is seeking a compassionate, organized, and dependable Administrative Assistant to join our team. This position is essential to the daily operations of our mental health practice, providing administrative support to clinicians while ensuring every patient has a welcoming and positive experience.

As an Administrative Assistant, you will be responsible for a variety of administrative duties, including patient communication, scheduling, document management, and general office support. The ideal candidate is personable, detail-oriented, adaptable, and able to balance multiple responsibilities in a fast-paced environment while maintaining the highest level of professionalism and confidentiality.

Responsibilities

Patient Communication & Scheduling

- Serve as a primary point of contact for patients by answering phone calls and emails with professionalism, warmth, and empathy.
- Respond to new patient inquiries and provide information about services, office procedures, and the intake process.
- Schedule new patient intake appointments and assist with general scheduling needs.
- Enter and maintain accurate patient demographic information.
- Send intake paperwork, Release of Information (ROI) forms, and other required documents, following up as needed to ensure completion.

Administrative Support

- Welcome and assist patients, visitors, and clinicians.
- Manage incoming phone calls, voicemails, and office correspondence.
- Scan, upload, organize, and maintain patient records and other office documents.
- Update electronic forms and maintain accurate records within the practice's systems.
- Maintain confidentiality of all patient information in accordance with HIPAA regulations.
- Assist with scheduling coverage during staff absences.
- Maintain cleanliness and organization of common office areas.
- Retrieve and distribute incoming mail.
- Monitor office and testing supply inventory and place orders as needed.
- Support additional administrative projects and daily office operations as assigned.

Qualifications

- Excellent customer service and interpersonal skills.
- Strong verbal and written communication skills.
- Compassionate, patient, and professional demeanor.
- Highly organized with exceptional attention to detail.
- Team-oriented, dependable, and willing to support coworkers wherever needed.
- Ability to multitask and prioritize competing responsibilities in a fast-paced environment.
- Ability to maintain strict confidentiality and comply with HIPAA standards.
- Comfortable using Microsoft Office, Google Documents and Sheets, Adobe Acrobat and learning electronic health record (EHR) systems; prior EHR experience is preferred but not required.
- Experience in healthcare, behavioral health, medical administration, or another confidential office setting is preferred but not required.

- High school diploma or equivalent required; additional education in medical administration or a related field is a plus.

We are looking for someone who enjoys helping others, communicates with kindness and professionalism, and takes pride in keeping our office running smoothly. If you thrive in a collaborative environment and enjoy balancing patient interaction with behind-the-scenes administrative work, we'd love to hear from you.