



Front Office Administrative Assistant

The Company

Sutton Place Psychiatry is one of New York's most respected psychiatric practices and the leading TMS Center in the New York City metro area. The first group to clinically provide TMS in New York, Sutton Place Psychiatry has performed over 20,000 treatments since our beginning in 2008. TMS therapy (Transcranial Magnetic Stimulation) is a non-invasive treatment that is an alternative or another option to the prescription of the next antidepressant medication. Sutton Place Psychiatry is hiring a Medical Administrative Assistant to provide administrative support to our physicians and assist the team in managing our growing TMS practice.

Primary Duties

- Managing the daily schedule of the physician: scheduling patients, communicating with the physician and patients on changes, handling issues as they arise, etc.
- Communicating with patients: responding to patient phone inquiries, directing calls, greeting and assisting patients in office, maintaining satisfaction of patients and office visitors - Working with electronic medical records, preparing prescription refill requests for approval by physician, transmitting refill requests to pharmacies on behalf of physician - Preparing letters and other correspondence on behalf of the physician and practice - Assisting in the general management of the office, including ordering office supplies, ensuring smooth execution of office policy, etc.

Key Skills

- Strong reception skills: extensive experience with greeting clients/patients, answering the phone, making appointments, specifically within a medical office (psychiatric office preferred)
- Extensive knowledge of psychiatric terminology and process: including excellent understanding of insurance eligibility, HIPPA requirements, coding and therapy authorization process.
- Exceptional organizational skills: ability to multi-task and work on several projects comfortably in a busy environment while balancing multiple requests
- Strong people skills: as the face of the office to patients and vendors, a positive, optimistic attitude and ability to diffuse difficult issues with a smile is a must
- Facility with technology: comfort with using technology daily, including PC for managing calendar, Microsoft Word, Excel and Outlook, iMac for correspondence or electronic medical records.

Critical Requirements

- Minimum 3 years' experience working as an administrative assistant in a medical practice (psychiatric preferred), managing a schedule and interacting with patients
- Minimum 3 years demonstrated expertise with terms, practices and procedures common in the medical industry (psychiatric preferred), including both insurance and therapy areas
- Ability to work full time in front office of busy, mid-town psychiatric practice