



Care Coordinator/Office Assistant

Apply now

Location: Washington, DC, 20036

AltaSource Management Company LLC, (AMC) is a resource management and healthcare services firm, that provides services and technology for commercial, state and federal clients by maintaining, monitoring and improving the quality of client focused outcomes in the Mid-Atlantic region.

The Care Coordinator/Office Assistant will be responsible for coordinating and supporting our main office operations. The ideal candidate will have a strong service background, extreme attention to detail, a high understanding of technology, amazing organizational skills and a willingness to be part of a team. Job duties will include assisting associates with administrative tasks, ordering supplies and other administrative duties as assigned including answering telephones and greetings clients.

Essential Duties and Responsibilities:

The Care Coordinator/Office Assistant will be the face of the office, greeting clients and associates with a warm and genuine smile and provide excellent customer services to our professionals, clients and vendors. The majority of the duties of this position must be performed without delay as this is a critical position affecting professionals and the success of their business.

- Care Coordination
 - Weekly calls with CM
 - Proactively reach out to clients
 - Resolve issues
- Quality Control
 - Make sure notes are entered in timely and appropriately
- Relationship Management
 - Bi-weekly calls with city management
 - Monthly Calls with city management
 - Ombudsman
- Complete and send out monthly census
- Remove any clients not currently being seen
- Time and Expense
 - Collect Timesheets and Verify Visits
 - Administer staff Payroll
 - Enter time into external city system
- Billing



- Resolve Prior Authorization (PA) Issues
 - Proactively verify eligibility
- Answer client calls
- Attend Provider Meetings
- Referrals
 - New CM hires
 - Confirm new clients are being seen
- Manage corporate e-mail account
- Confirm new clients

Additional Roles and Responsibilities:

- Assist the Principals by providing various reports generated thru our internal systems.
 - Coordinate accounts payables and receivables, obtain necessary approvals and submit to regional accounting office and process expense reports.
 - Coordinate all office administration tasks, including general, office and business supply orders, equipment maintenance, preparation and processing of new affiliation paperwork and licenses, maintain files and oversee general office appearance and repair issue.
- Support the professionals with recruiting and retaining new associates.
 - Coordinate the on-boarding and processing upon affiliation for professionals as well as all retention systems for the associates. Support associates with monitoring and assisting on ad-hoc needs.
- The Care Coordinator/Office Assistant will also support the professionals with instruction on the main office phone and other office systems, order business cards, name badges and other miscellaneous task, including company programs that will assist our associates in executing their responsibilities. Compose and manage internal and external communications in all media, including website and LinkedIn.

Job Requirements:

- Bachelors' Degree required
- Master of Social Work (MSW) (preferred)
- Two or more years' experience in a customer centric business environment with administrative responsibility.
- Bi-lingual communication skills are a plus.
- Professional Services / Office Experience background preferred
- Proficiency in Microsoft Office: Word, Excel, PowerPoint and Outlook
- Creative problem solving skills. Strong communication skills, verbal and written
- Ability to interact successfully with both internal and external customers at all levels.
- Basic math skills which include addition, subtraction, multiplication, division, percentage, fractions and the ability to calculate commissions, interests and discounts
- Ability to multi task, prioritize and be flexible with changing business needs in a team

To be considered an applicant for this position you must show how you meet the basic qualifications of the job in a resume or document you submit.



Compensation and Benefits:

Competitive compensation and benefits package commensurate with experience.

Job Type: Full-time

Nearest Major Market: Washington, DC

Job Segment: HealthCare, Administrative Assistant, Accounts Payable, Advertising, Supply, Administrative, Finance, Sales, Marketing, Operations.

Employment by AMC is contingent upon completing Form I-9 Employment Eligibility Verification, education verification, and satisfactory reference and background checks.

AMC, is committed to providing equal employment opportunity (“EEO”) and will make employment decisions without regard to race, color, religion, national origin, citizenship, age, sex, gender, sexual orientation, sexual preference, gender identity or gender expression, veteran status, marital status, disability, or any other characteristic protected under applicable laws and regulations. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of disability, protected veteran status or any other characteristic protected under applicable laws and regulations. Under the Americans with Disabilities Act and other applicable laws AMC will provide reasonable accommodation to disabled applicants upon request during the application process to ensure equal opportunities to be considered for employment.