



Practice Support Assistant

Full Time, Day Shift

Starting Rate: \$18.74/hr

Do you have a passion for working with individuals of diverse racial, ethnic, and cultural backgrounds to provide comprehensive support? Are you looking for work/life balance and an excellent benefit package? Would you like to be a valuable member of a diversity driven, mission-minded team that impacts our community? If so, we have an exciting opportunity for you to work as a full-time **Practice Support Assistant** in our **Integrated Health Services Outpatient Clinic!**

What You Will Be Doing

Working as a **Practice Support Assistant** you will be responsible for working with individuals of diverse racial, ethnic, and cultural backgrounds to support the ongoing operations of the **Integrated Health Services Outpatient Clinic**. The qualified candidate will greet ISK guests and refer them appropriately, check in patients, maintain and coordinate provider schedules, collect copays, maintain clinic flow and answer multi-line phones. Other duties will include: performing data management duties; sorting and distributing mail; providing efficient and effective clerical support to designated functional area or department and maintaining the confidentiality of consumer and other information.

What We Require

You'll have a **High School Diploma or GED** and a **minimum of two years comprehensive office experience working in a client-services setting**. Experience working in a medical office is preferred. Excellent interpersonal and human relation skills are essential, as this candidate will serve as the initial welcoming face and voice for the entire agency. An ability to remain calm under pressure, keep track of multiple tasks and work with frequent interruptions will be absolutely necessary. The qualified candidate will be culturally competent and have highly developed computer skills, including Windows and Microsoft Office programs. Lived experiences with behavioral health issues are also desired.

Why Work For ISK

Because we **make a difference** in the lives of the individuals we serve in the Kalamazoo community every day. You will have the opportunity to work with amazing co-workers in an environment that **values diversity, inclusion, work/life balance** and encourages **ongoing education for professional development**.

We also offer a competitive compensation and benefits package, with some of the **best retirement plans** in southwest Michigan including a **6.2% retirement match** and **pension plan!**

You will also enjoy **12 paid holidays, Generous PTO** and the opportunity to earn additional PTO hours for participating in our **wellness program!** Kalamazoo is the home of the **Kalamazoo Promise!**

Who We Are

Integrated Services of Kalamazoo (ISK) has been delivering quality services and programs to improve the lives of those we serve for over 30 years. ISK works with youth, families, and adults with mental illnesses, intellectual and developmental disabilities, and substance use disorders to help them succeed. We provide welcoming and diverse community partnerships which collaborate and share resources to support individuals and families to be successful and achieve their goals in a trauma-informed environment.

Come Join Us!

Individuals of diverse racial, ethnic, and cultural backgrounds along with bilingual candidates are invited to apply. ISK is an equal opportunity employer that encourages diversity and inclusion among its workforce. ISK fomenta la diversidad y la inclusión.

We look forward to meeting you! Apply online at www.iskzoo.org/careers

Physical Requirements / Working Conditions:

Must be able to perform essential job functions with or without reasonable accommodations, including, but not limited to, visual and/or audiological appliances and devices to increase mobility.

Physical Efforts – Job demands include prolonged sitting and standing. Requires light lifting up to 25 pounds, stooping, kneeling, crouching, or bending. Requires coordination of hands and/or eye/hand/foot and ability to hear and communicate verbally.

Working Conditions – In office environment with noise from computers, copy machine, and telephones. Use of computer for periods in excess of 30 minutes at a time. May be exposed to bloodborne pathogens, infectious diseases, and parasites. May encounter community environments that include homes, schools, courts, and other community settings that may or may not be barrier-free. Travel throughout the Kalamazoo area may be required.