



# JOB ANNOUNCEMENT

ANNOUNCING AN OPPORTUNITY TO:

- *Be part of an organization which has direct positive impact on the lives of people struggling with mental health challenges*
- *Apply your administrative skills and organizational talents towards a job with purpose and meaning*
- *Gain experience working in a diverse & multi-cultural community-based nonprofit environment*

Richmond Area Multi-Services (RAMS) is currently searching for  
a skilled administrative professional with a passion for community-based service  
for the position of

**Administrative/BIS Assistant**  
for the **RAMS Outpatient Clinic**

**Salary Range:** \$15.00-\$17.50 per hour, depending on qualifications & experience

**Status:** 40 hr/wk (Full-Time)

**Benefits:** Health insurance coverage + generous leave benefits

**Your role:** Manage billing databases, generate reports, & perform other billing/invoicing-related duties.

**Minimum Required Qualifications:**

1. At least a High School degree or equivalent certificate, required. An AA or a Bachelor's degree in computer science, management, administration, or related fields, preferred.
2. Experience with database management & maintenance, database queries & reports, MS Excel, MS Access, and FileMaker Pro, highly preferred (training shall be provided on billing system and internal databases).
3. Must be detail-oriented and have excellent organizational skills, value accuracy & efficiency, and be readily able to learn additional computer skills.
4. Must be able to communicate well, both verbally and in writing.

**Other Preferred Qualifications:**

5. Familiarity with SFDPH Avatar system, preferred.
6. Experience working in a non-profit, community-based, and/or professional office setting environment, preferred.
7. Strong commitment to the philosophy, goals, & mission of RAMS, including providing culturally competent services in a community setting.
8. Strong interpersonal skills and ability to work effectively, function independently, and interact professionally with a diverse, multi-cultural, and interdisciplinary staff of all levels.
9. Applicants with ability to speak Cantonese, Russian, Vietnamese, or Mandarin, preferred, due to the populations served.

**Interested applicants:** send cover letter & resume to HR Dept - Recruitment, at  
[jobs@ramsinc.org](mailto:jobs@ramsinc.org)

*Position will remain open until filled.*

RAMS is an Equal Opportunity Employer and committed to embracing diversity and consider all applicants for all positions without regard to race, color, national origin, ancestry, sex, gender, sexual orientation, sexual identity, age, religion, creed, disability (actual or perceived), medical condition including genetic characteristics, marital status, domestic partnership status, citizenship, military service, height, weight, HIV/AIDS status, or any other characteristic protected by state or federal law or local ordinance.



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## **Essential Job Duties include, but are not limited to:**

1. Manage databases (electronic health record, inventory, etc.) including data entry and monitoring data integrity
2. Coordinate & facilitate clinical services authorizations including verifying patient financial information (e.g. Medi-Cal, Medicare, etc.).
3. Assist in preparing, maintaining, and updating service units reports
4. Assist with monitoring and implementing billing policies and effective operational practices.
5. Assist with training staff on billing policies & procedures, and provide regular updates regarding any changes related to SFDPH and RAMS practices.
6. Assist with compliance and quality assurance activities.
7. Assist with information gathering & preparing reports related to various audits and program review periods, internally and by oversight agencies.
8. Assist with preparing various data & financial related reports.
9. Liaison with funder billing and IT departments, regarding resolving billing issues, etc.
10. Perform other duties as assigned.

**Administrative Supervisor:** Director of Operations

**ABOUT THE OUTPATIENT CLINIC PROGRAM:** The RAMS Outpatient Clinic is located in the Outer Richmond District of San Francisco, and provides counseling & psychotherapy, case management, psychiatric, and medication services to Adults/Older Adults and Children, Youth & Families, many of whom are monolingual in an Asian or Russian language/dialect, or have limited English-speaking ability.

**ABOUT RAMS:** Richmond Area Multi-Services is a private, non-profit mental health agency that is committed to advocating for and providing community based, culturally-competent, and consumer-guided comprehensive services, with an emphasis on serving Asian & Pacific Islander Americans. Founded in San Francisco's Richmond District in 1974, our agency offers comprehensive services that aim to meet the behavioral health, social, vocational, and educational needs of the diverse community of the San Francisco.

RAMS is recognized by the local and national social service community as having expertise in providing culturally competent mental health services to the underserved, with expertise in working with the Asian & Pacific Islander (A&PI) and Russian-speaking populations. The agency has received numerous awards for culturally competent service delivery, clinical training, employment of people with disability, and community leadership.

**CHECK US OUT AT [WWW.RAMSINC.ORG](http://WWW.RAMSINC.ORG)**

**Why work at RAMS?** We offer our employees competitive benefits, social and professional development opportunities, and other discount, support, and recognition programs. RAMS was awarded & honored by the Mental Health Board of San Francisco for its Exceptional Programs and People, for creating and fostering a healthy workplace for employees.

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