

OFFICE MANAGER/CLERICAL STAFF
JOB DESCRIPTION

JOB TITLE: Clerical/Secretarial
REPORTS TO: Administrator
SUPERVISES: N/A

BASIC FUNCTION:

Provide basic clerical services such as answering telephone, typing, filing, data entry and other clerical functions associated with the support of professional staff.

RESPONSIBILITIES AND TASKS:

1. Assist in the coordination and completion of all clerical functions.
2. Responsible for entering information on the computer and filing it into the proper files and compiling reports as needed.
3. Responsible for sending and collecting data for satisfaction surveys outcomes.
4. Copying and sending service plans to treatment team members and ensuring the return of all signature pages.
5. Answer telephones, makes route calls and take messages.
6. Collect and distributes mail to staff and assists professional staff in mailing records and documents as needed.
7. Assist with financial functions including: billing, deposits, and related correspondence.
8. Assist with maintenance of accurate information in children files.
9. Assists with completion and proofing of paperwork as needed.
10. Complete in-service training as required.
11. Respond to outside requests for case records and other documents.
12. Perform other duties and assignments as requested.

POSITION REQUIREMENTS, KNOWLEDGE, SKILLS, AND ABILITIES:

1. Requires basic understanding of a comprehensive field of knowledge normally associated with completion of a high school diploma or G.E.D.

2. Requires working knowledge of general office equipment, computers in regards to database programs, spreadsheets, backing up data and systems, composing letters, entering data and typing documents.
3. Ability to use up to 100 pounds of force occasionally and/or small amount of force frequently or continuously to lift, carry, push pull or otherwise move objects. Work can be done while sitting most of the time.
4. Work involves areas such as preparing and reading records, data and figures, reports, and visual inspection involving small details.
5. Ability to work under moderate supervision. Ability to exercise patience, initiative, judgment and confidentiality.
6. Ability to observe and make accurate assessments of situations and direct clients, families and other persons to appropriate professional staff.
7. Ability to work with frequent interruptions and in stressful situations.
8. Personality attuned to the establishment and maintenance of effective working relationships with other employees, clients, and the public.
9. Sufficient good health to properly discharge duties. Employees shall not be permitted to work while having infectious disease or skin lesions, for the duration of the communicability.
10. Acknowledge the unique Statement of Faith mission of Hope Haven of East Texas and respond appropriately to the cultural differences among the agencies service population.

MINIMUM QUALIFICATIONS:

This position requires a High School degree or a G.E.D. Experience in a child-placing agency preferred, but not required.

Signature Below confirms that I have received a copy of the above job description and have had the opportunity to discuss with my supervisor.

Employee

Date

Supervisor

Date