

Job Title: Receptionist/Office Assistant
Schedule: Monday – Friday 8:30am -3:00pm
Department: Administration
Reports To: Director of Case Management



SUMMARY

This position will work at the front desk reception area answering calls, greeting visitors and handling reception type duties. In addition to these types of tasks this person will assist case management in recordkeeping and authorization tracking. This individual needs to be able to handle several tasks at one time and prioritize work demands accordingly and must also be comfortable working within software programs especially the Microsoft Office Suite.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Receptionist responsibilities

This position requires good customer service skills to greet visitors, clients and customers and direct them through the agency accordingly. Proper and professional phone etiquette is necessary. In addition to good customer service skills this position would also perform various receptionist duties as outlined below:

- Handle all incoming calls on a multi-line phone system and route each call to the appropriate person/dept including paging over the PA system when needed.
- Compile mailing lists and complete mailings as requested by staff for various events throughout the year.
- Maintain and accurately balance small petty cash on hand monthly.
- Send out memos to staff and clients as required.
- Maintain and monitor office equipment i.e. copy machine, postage machine.

Transportation support

- Ensure the proper dispatching of busses for morning and afternoon routes. Recording absences and informing drivers of changes to their routes due to absences.
- Maintain and track mileage logs turned in from bus drivers for accurate reporting.

Case Management Support

- Run attendance and production reports for case managers as needed.
- Maintain medication reports in the database software program.
- Make new cover sheets and med reports for client files as needed.
- Maintain Maximizer software program as needed.
- Type up quarterly incident report.
- Monitor authorizations of client services and support billing services as requested.

Payroll Support

- Enter client time from timecard template into excel spreadsheet.

Education and /or Experience

Applicants need to have a high school diploma with experience working in an office environment. Skills required necessary to perform position responsibilities:

- Good written and verbal communication skills. Ability to read and interpret safety rules, policy and procedural manuals, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customer, clients, and other employees of the organization.
- Computer knowledge of Microsoft Office Suite and the ability to learn and use new software programs effectively.
- Ability to use a variety of office machines and troubleshoot problems with machines as they arise.
- Attention to detail and the ability to make subjective judgements as needed.
- Ability to work as a team player and to complete tasks not normally delegated as part of this description, but necessary to ensure the effectiveness of the agency.
- Ability to multitask and to stay organized.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. i.e.: able to count up and record completed work items in vocational training area.