

POSITION DESCRIPTION

POSITION TITLE: P/T BEHAVIORAL HEALTH OFFICE ASSISTANT NIGHTS

REPORTS TO: OFFICE MANAGER

I. POSITION SUMMARY:

Performs routine clerical and operational duties, including typing. Performs a variety of receptionist/secretarial duties requiring the use of considerable tact, diplomacy, and courtesy.

II. DUTIES/RESPONSIBILITIES:

1. May operate various office machines.
2. *Answers telephone requests pertaining to Agency services and refers caller appropriately.
3. *Greet clients.
4. *Maintain online appointment book.
5. *Open new files/close files/retrieve files.
6. *Filing for various FSCA programs.
7. *Prepare and maintain client ledger cards.
8. *Manage financial transactions/credit charge.
9. *Type correspondence/reports/ledger cards, etc, and conduct client satisfaction surveys.
10. *Inventory and maintain packets for various programs.
11. Screen new clients as needed.
12. *Enter computer data for relevant programs.
13. *Uses copier as needed/maintaining a sufficient number of forms for staff use.
14. *Open and close building, as procedure states.
15. *Forward phone lines to AMBS Answering Service, and nightly Family Service lines.
16. Take request for service for programs as needed.
17. *Answer ERN calls and refer appropriately, conduct ERN telephone Surveys.
18. *Fulfills the requirements of all agency systems for statistical record keeping, reporting, program evaluation, quality assurance, internal control and attendance monitoring as appropriate to the position.
19. Assists with training of new front office staff.
20. Monthly reports as required.
21. Conducts daily reminder calls.
22. Distributes daily column reports for supervisors.
23. All other duties as assigned.

III. QUALIFICATIONS:

- High School diploma or equivalent.
- Computer knowledge.
- Ability to communicate with the public and perform clerical tasks.
- Cultural sensitivity.
- Ability to move 10 to 50 pounds occasionally.

*Essential job duties per the Americans with Disabilities Act.
12/2009 10/21 2/23

Employee Signature

Date