

OFFICE SPECIALIST

Qualifications

High School diploma or equivalent. Experience and proficiency in the use of various office machines, including computers. Must demonstrate proficiency with spreadsheets and office software applications. Business skills including 50 typing WPM. Well organized and able to interact effectively and courteously with agency staff and general public.

Duties

1. Reports to and assists Regional Manager, Administrative Assistant or designee.
2. Performs all work in a manner consistent with the National Youth Advocate Program's Mission, Values and Philosophies.
3. Performs office duties to include: filing, copying, typing and answering phones.
4. Enters billing as needed.
5. Answers phones and takes messages.
6. Organizes new charts and closes old charts.
7. Distributes information to employees.
8. Logs in monthly reports from direct care staff and/or case managers/coordinators.
9. Maintains clear and concise records in all areas.
10. Submits copier and fax maintenance requests.
11. Tracks office supplies and request orders.
12. Greets guests and directs them to the appropriate area.
13. Maintains spreadsheets in Word and Excel that help organize work.
14. Completes background checks—Sheriff Checks, BCI, FBI, BMV, and other state required checks.
15. Maintains BCI results for office.
16. Completes payment requests as needed.
17. Distributes incoming mail.
18. Prints and sorts weekly and monthly reports for Treatment Coordinators.
19. Maintains postage machine.

20. Performs telephone system maintenance as needed, i.e. changing display names and voicemail greetings.
21. Reports all maintenance requests to the appropriate individual for completion, i.e. property, office manager or maintenance technician.
22. Grocery shops for trainings/classes.
23. Maintains daily training room schedules.
24. Creates intake packets for Treatment Coordinators when clients are placed.
25. Performs additional duties as assigned.

The person in this position needs to follow a team concept and support both agency goals and co-workers. Employees must be able to effectively work with and be respectful and sensitive to persons from various cultures, socioeconomic, ethnic, religious and racial backgrounds.

Employee's Name Printed

Date

Employee's Signature

Date

Supervisor's Signature

Date