

# JOB DESCRIPTION

## *FAMILY SERVICE ASSOCIATION*

21250 Box Springs Road, Suite 211, Moreno Valley, CA 92557 (951) 275-5055

Office Assistant III (Clinic)

Salary: \$10.00-\$12.00 per hour

Duties:

1. Respect the confidential nature of all the program services and the communications.
2. Perform clerical function, including answering the telephone, routing calls to appropriate personnel, taking messages, informing potential clients about the available services, photocopy.
3. Contact personally or by written communication all staff personnel regarding messages they have received.
4. Accept payment from clients and process according to agency policy.
5. To assist in the scheduling of appointments by conveying all scheduling information to both client and therapist.
6. Type letters, messages, memos, client records labels, or other communications as assigned.
7. File client records and other Agency materials properly in accordance with agency policy.
8. Deposit receipts and perform other tasks as directed by the Office Manager or by the person so designated.
9. Keep monthly statistical records or analysis as they are requested.
10. As training is available and needed, to participate in said training as it relates to the improvement of position skills.
11. Keep records, forms, and other data of direct service, fiscal operations, and administrative services where such responsibilities are assigned.
12. Maintain client ledgers.
13. Pull client charts.
14. Open and distribute mail.
15. Maintain Waiting List
16. Balance Backers
17. Open and distribute mail.
18. Data Entry
19. Generate Statistics/ Reports
20. Case Reviews
21. Other duties as assigned and necessary

Report to: Office Manager

Minimum Qualifications:

High School Diploma or Equivalent  
Type 35-45 wpm  
2 years clerical experience  
Pass Clerical Test

Computer literate in Word and Excel

Background & Fingerprint Clearance

Completion of formal or informal education sufficient to assure the ability to read and write English and to communicate at the level required for successful job performance

Licenses & Certifications:

High School Diploma or Equivalent

CA Drivers License