

# BUTLER COUNTY MENTAL HEALTH & ADDICTION RECOVERY SERVICES BOARD

## POSITION DESCRIPTION

**JOB CLASSIFICATION TITLE:** Receptionist/ Support Staff

<b>EMPLOYMENT STATUS:</b>	Full Time	<b>REPORTS TO:</b>	Dir. of Finance & Admin Services	
<b>FLSA STATUS</b>	Non-exempt	<b>CIVIL SERVICE TYPE:</b>	Classified	
<b>FLSA TYPE:</b>	N/A	<b>ORC CODE:</b>	N/A	DRAFT

### DISTINGUISHING JOB CHARACTERISTICS

Provides administrative assistance and support to the Director of Finance & Administrative Services in accomplishing job responsibilities and objectives, and performs general office, reception and clerical support responsibilities.

Serves in a classified position at the pleasure of the Executive Director.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*Each employee is expected to perform essential duties to job performance standards. Reasonable accommodations are made for an otherwise qualified employee with a disability covered by the Americans with Disabilities Act (ADA), in so far as the accommodation does not create an undue hardship on the Agency.*

**Provides clerical and administrative support to the Director of Finance and Administrative Services and other Board staff.**

Open and close the front office daily.

Performs various reception and clerical duties in support of Board operations.

Answers telephones, routes calls and answers routine walk-in and phone inquiries. Greets and routes visitors, and accompanies visitors to the assigned meeting room. Maintains a guest and phone call log for tracking purposes.

Opens, date stamps and sort mail.

Maintains adequate supply of office products and ordering of office supplies.

Receives and records payments for deposit.

Typing that may include typing purchase requisitions and orders, correspondence, memos, letters and label including Continued Commitments for legal staff.

Monitors global staff schedule and communicates it to other staff/ community member inquiries about staff availability on a day-to-day basis.

Distributes and sends faxes, correspondences and other documents to appropriate parties.

Responsible for mailing of HIPAA privacy notices per Board policy.

Maintains postage meter readings, changes date on meter, and prepares purchase requisition for additional postage.

Maintains photocopier and fax machine by adding paper, replacing toner and calling for service when needed. Maintains fax machine "quick dial" and "group" numbers.

Handles arrangements for special events and meetings, including scheduling room assignments & coordinating meals if necessary for any provider/Board training (including ordering or shopping, setting up and cleanup).

Assists with frequent health officer training that is not limited to taking photos for all trainings, preparing the list for Board member approval and creating Health Officer Badges.

Provides assistance in doing the annual asset inventory and maintain records.

Assists Board staff in their preparation for public relation events when needed.

Works with Executive Director to communicate to all staff any office closings due to inclement weather or other significant events.

### **General Job Responsibilities**

Performs job responsibilities in accordance with the Board's policies, procedures and protocols, and applicable laws and regulations. Maintains the highest level of integrity and professionalism in all aspects of job performance.

Keeps abreast of current trends and "best practices" in the field. Attends and participates in Board sponsored required trainings to maintain current working knowledge of administrative support field, computer technology and other job responsibilities.

Works assigned schedule, exhibits regular and punctual attendance and works outside of normal schedule as required and approved to perform job responsibilities.

### **OTHER DUTIES AND RESPONSIBILITIES**

Schedules and coordinates Board's 120 Day Business Meetings.

Serves as backup to the other clerical staff as warranted by the Director of Finance & Administrative Services.

Performs other duties as assigned.

### **SCOPE OF SUPERVISION**

None.

### **EQUIPMENT OPERATED**

Personal computer; printer; fax, copier, projector and other routine office equipment; landline telephone.

### **CONTACTS WITH OTHERS**

Routine contacts with general public; mental health & substance abuse consumers; contract agency representatives, consultants, vendors; and other internal and external job contacts.

### **CONFIDENTIAL INFORMATION AND DATA**

This position has limited access to health information about individual enrollees that is protected by law (protected health information). To ensure that privacy rights of enrollees are respected, this position is authorized to only access and use any protected health information needed for the purpose of ensuring proper plan operation and administration. Any other use of protected health information is prohibited. This position is also prohibited from disclosing any protected health information to any outside party without the written authorization of the Privacy Official.

### **WORKING CONDITIONS**

Normal office working conditions.

## **USUAL PHYSICAL DEMANDS**

*The following physical demands are typically used and exhibited by employees when performing this job's essential duties and responsibilities. These demands are not, and should not be construed to be qualification standards. Rather, they are illustrated to help the Executive Director and otherwise qualified employee or job applicant with an ADA disability identify essential job duties that need to be reasonably accommodated, and the type of appropriate reasonable accommodation which may be available which does not create an undue hardship on the Agency.*

While performing the duties of this job, the employee regularly exhibits manual dexterity when entering data into the computer. The employee commonly talks and hears when dealing with provider contract representatives and others. The employee frequently sits for prolonged periods of time at a personal computer, and in performing other job responsibilities. Vision demands include close, relatively detailed vision, with the ability to adjust focus to computer screens and written material for extended periods of time.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of:** basic mathematical principles; standard office practices and procedures; administrative assisting; operation of personal computers; computer software.

**Ability to:** organize work projects and manage multiple tasks simultaneously; add, subtract, multiply and divide whole numbers; calculate percentages, fractions and decimals; exhibit attention to detail; develop and maintain effective working relationships with job contacts; maintain confidentiality of confidential and sensitive subject matter; exhibit a pleasant telephone manner; handle crisis telephone calls calmly; exhibit patience and understanding with "walk-in" consumers; establish work priorities within clearly defined work guidelines and directives; work independently demonstrating initiative; accurately post information to written records; maintain accurate and complete work records; file documents in alphabetical, numerical, chronological and subject order.

**Skill in:** typing and word processing; data entry; verbal communication; operating general office equipment; application and use of a variety of personal computer software including word-processing, spreadsheets, database management.

## **QUALIFICATIONS**

**A combination of various levels and types of education, experience, training, and license or certification may qualify a person to perform essential duties of this position. Applicable laws or regulations may require that employees assigned to some jobs attain a specific level of education, experience, or training, and license or certification. Qualifications specified for this position are:**

High School degree with two years working experience in an office, with responsibility and competency in typing and word processing, working with spreadsheets. Demonstrable competency and proficiency in use of personal computers, various software applications or ability to demonstrate a comparable level of experience and knowledge.

## **LICENSES AND CERTIFICATIONS**

State Motor Vehicle Operator's License with required minimum automobile liability insurance coverage and a safe driving record.

## **ADDITIONAL QUALIFICATIONS**

Upon conditional hire, and as a condition of continued initial employment, each employee is required to submit to and pass a criminal background check.

Ability to document personal identity and employment eligibility within three days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act (I-9) requirements.

**EMPLOYEE UNDERSTANDING**

*I understand and acknowledge by signing below, that this position description is not contractual, and does not state or imply that these are the only duties and responsibilities to be performed. I further understand that these job duties may change at the discretion of the Executive Director, and that I am required to perform all job duties and responsibilities to performance standards as a condition of my employment.*

*I further acknowledge that, by signing below, this position description has been reviewed with me, and I have been given sufficient opportunity to ask questions and clarify understanding regarding my job duties, responsibilities and performance standards.*

\_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_  
Employee Date

**MANAGEMENT APPROVAL**

\_\_\_\_\_ /\_\_\_\_\_/\_\_\_\_\_  
Executive Director Date