

# Lutheran Family Services Position Description

**Position Title:** Staff Assistant/Secretary

**Paygrade:** E

**Date:** June 2011

**Reports To:** Office Manager

**Appointed By:** Office Manager

**Region:** Various

**Location:** Various

**FLSA Status:**  Non-Exempt  Exempt

## **LFS Mission Statement:**

Lutheran Family Services expresses God's love for all people by providing quality human care services that build and strengthen individual, family and community life.

## **LFS Values:**

Respect all people, families and communities. The pursuit of excellence is achieved through the education of staff and the celebration of diversity, collaboration and change. Integrity, accountability and teamwork are values that guide our communication and work in a manner that upholds the Agency's reputation and Christian value base.

## **Job Purpose:**

Responsible for general office maintenance support, mail management, and handling the Client Intake/Admission/Service/Discharge process. May also include general office duties, secretarial and telephone support.

## **Essential Job Duties:**

### Reception/Secretarial

- Greet clients and visitors.
- Provide designated information to clients and visitors.

### Answering Phone

- Receive and handle all incoming phone calls.
- Determine the needs of callers, provide basic information about the organization's services, and take messages.
- Seek clarification and information as needed to respond to questions and requests regarding other organization locations or programs.

### Correspondence/Reports

- Create letters, memos, reports and other documents using established business formats.
- May serve as medical transcriptionist.
- May provide clerical support and coordination for Comprehensive Child and Adolescent Assessment (CCAA) program.

### Office Maintenance

- Provide general office maintenance and support.
- Provide support to supervisor, Clinical Supervisor and Regional Manager, Clinical Supervisor and program supervisors as requested.
- Assist Office Manager with supplies and repair orders.

### Mail

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, knowledge, skills, and abilities required of individuals so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties and responsibilities.

- Distribute daily incoming mail.
- Send outgoing mail daily.

Client Intake/Admission/Service/Discharge

- Complete Client Registration.
- Timely and accurate entry of client demographic profile data and family/collateral contact information.
- Enter initial deferred diagnosis for Benefit Wizard, and client's presenting problem in Problems/Needs Folder in ProFiler.
- Enter initial insurance information on electronic insurance worksheet.
- Print Client Face Sheets - give to client and enter changes noted by client; inform Billing Office Coordinator of insurance and fee changes.
- Collect and secure client payments, and enter in ProFiler.
- Schedule client for initial and future appointments as necessary.
- Prepare and maintain client files.
- Participate in evaluating current processes and procedures through continuous quality improvement (CQI).
- May prepare bank deposits.

Professionalism and Confidentiality

- Keep all client names, information and other Agency business confidential.
- Guard client confidentiality in waiting areas, during phone contact and in handling of records.
- Ensure that all office and record security procedures are followed.

Interpersonal Relationships

- Maintain a positive respectful demeanor in all contacts with staff and the public.
- Seek needed guidance in handling difficult client situations and establishing priorities for the job.
- Work to build positive productive relationships with other staff.

Other

- May assist in transporting clients to physician for CCAA.
- May be accountable for scheduling and preventive maintenance for organization-owned vehicle.
- Other duties as assigned.

**Job Requirements:**

- High school diploma or GED required; minimum of two years college coursework preferred
- Minimum of three years experience in an office environment required
- Ability to type 40 wpm and experience using MS Office products
- Must have good interpersonal, telephone, customer service, and written communication skills
- Must present a professional demeanor
- Must be able to maintain confidential information
- Ability to alphabetize, organize, proofread documents and follow instructions
- Valid driver's license, proof of liability insurance and ability to drive for Agency business
- Commitment to the mission of Lutheran Family Services

Hiring Manager Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Director Human Resources \_\_\_\_\_ Date \_\_\_\_\_

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