

POSITION DESCRIPTION

SUPPORT STAFF III, FULL TIME
Administrative Services
Region Ten Community Services Board

CLASSIFICATION TITLE: Support Staff III

GENERAL STATEMENT OF RESPONSIBILITIES:

This is an FLSA non-exempt position. The incumbent is under the direct supervision of the Business Office Manager. The incumbent provides switchboard operation to the agency while providing front desk support and administrative assistance to Administrative Services. Incumbent is required to analyze facts and determine action using a wide range of procedures but within the limits of standard practice. Duties require planning own work after definite objectives set by the supervisor with unusual situations referred to the supervisor.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. * Answers and routes all incoming calls and takes brief call back information when needed. Manages multi-line phones to assure efficient phone coverage for the agency. Assures that emergency service calls are transferred to a live person and not voicemail.
2. Greets visitors and staff in a polite manner and assists them to locate their destination.
3. * Provides walk-in information and connects appropriate consumers to Emergency Services.
4. Assist with scanning, filing, and other clerical duties for Administrative Services.
5. * Provides customer service support and mass communications for Administrative Services.
6. Maintains, monitors and updates agency phone list.
7. Maintains a professional demeanor and attitude.
8. Reads all agency communication.
9. Other duties and special projects as assigned by the supervisor.

Incumbent should be a self-starter. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: Standard office practices and procedures; equipment to include use of telephone, computer, copier, and calculator; secretarial techniques, medical records; referrals; how other organizations relate to Region Ten; the methods of accomplishing compliance, data analysis methods, filing; record keeping; standard business English; research methods.

Skills in: Initiating and completing work assignment in a timely manner; organization, record keeping, filing, computer use, accomplishing compliance, analysis of data and written charts; typing, photocopying, using telephone, computer and keyboard, communication with a diverse range of people; analyzing billing processes; communication with families, children, providers, insurance company staff and staff at community partner agencies.

Abilities to: Work efficiently in busy environment delivering good customer service; maintain productivity, organize work days to run smoothly and productively; work under pressure and often in disruptive atmosphere; promote good public relations; accept supervision and follow directions; display professional demeanor with consumers, staff, and public; analyze documentation in order to note deficiencies in records as needed, interface with the automated data system and run reports for management.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
500 Old Lynchburg Road
Charlottesville, VA 22903

POSITION ORGANIZATION CHART

Business Office Manager
|
Support Staff III

GRADE: 7

SCHEDULE: Monday through Friday 8:00 AM – 5:00 PM

Position Description Update: January 18, 2023

Support Staff I, Administrative Services
Region Ten Community Services Board
Page 2

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date