

## POSITION DESCRIPTION

## SUPPORT STAFF III

Administrative Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Support Staff III

### GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent is under the direct supervision of the Business Office Manager. Day to day instruction may be provided by the Director of Child and Family. The incumbent provides switchboard operation to the agency while providing front desk support and administrative assistance to the Child and Family Outpatient and Crisis Team. 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 phone to assure efficient phone coverage for the agency. Assures that emergency service calls are transferred to a live person and not the voice mail.
2. Greets visitors and staff in a polite manner and assists them to locate their destination.
3. \*Manages OP/intake/Crisis appointments with a centralized scheduling program in CREDIBLE (EHR)
  - a. Creates, verifies, or updates consumer records for intakes
4. Assist with scanning and filing for Child and Family
5. Manages incoming and outgoing faxes to the Child and Family Center
6. Maintains Child and Family phone list
7. Provides walk-in information to any family that needs information
8. \*Reads all agency communication (i.e., *Ten*, Region Ten's newsletter, email, etc.).
9. Maintains a professional demeanor and attitude
10. Other duties and special projects as assigned by the supervisor.

### QUALIFICATIONS:

The incumbent must possess the following knowledge, skills, and abilities.

Familiarity with child psychology, psychological terms and medical terminology is helpful. 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; child and family continuum of services; referrals; community child serving system; how other organizations relate to Region Ten; the methods of accomplishing compliance, data analysis methods, filing; record keeping; standard business English; substantiating/documenting charges for billed services, research methods, medical terminology and record keeping.

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; scheduling multiple providers; managing a clinic day with multiple child psychiatrists; 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; read client records, 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.

**SUPPORT STAFF III**  
**Administrative Services—Region Ten Community Services Board**  
**Page 2**

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

POSITION ORGANIZATION CHART

Business Office Manager  
|  
Support Staff III

GRADE: 6

SCHEDULE: 40 hours/week per program needs. Some evening hours required.

Position Description Updated: June 26, 2019

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.

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Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Date