

POSITION DESCRIPTION**SUPPORT STAFF II**

Fiscal Services - Rep Payee Office
Region Ten Community Services Board

CLASSIFICATION TITLE: Support Staff II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent assist the Representative Payee Manager in handling reception duties and perform general accounting and bookkeeping functions as they relate to the disbursements of Social Security disability benefits of 200+ clients of the Region Ten Community Services Board. In fulfilling position duties the incumbent must be able to type at least 45 – 55 wpm and may, at times, find him/herself the only staff member on site, therefore excellent attendance is necessary to fulfill the responsibilities of office coverage and staff continuity. Must be able to lift at least 10 lbs to provide end of year file transfer/storage. Must have valid driver's license.

The incumbent reports to the Fiscal Manager. The position requires the incumbent to work closely with case managers/mhss staff to insure that the disability benefits are used to meet the needs of each individual client. This position requires the incumbent to use his or her own initiative for prioritizing work schedules, accomplishing recurring tasks, meeting deadlines, answering phones and communicating with staff surrounding budgeting and check disbursement issues on a regular basis. It may consist of duties that require proceeding alone under standard practices with referral of questionable situations to the supervisor. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Social Security Administration and Region Ten policies.

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

MAJOR DUTIES:

1. *Responsible for accurate and comprehensive record keeping.
2. *Responsible for accurate data entry of all accounting documents pertaining to disbursement of monthly disability benefits for each individual client.
3. Maintaining all accounting related filing, stuffing envelopes on a weekly basis
4. *Provides phone reception,
5. Communicates as well as provide reports to staff to assure that consumer accounts are not over SSA limits. Communicates to appropriate staff when there is a possibility of client benefits being terminated.
6. *Collect deposits, budget editing and maintain client files
7. Maintain/Update consumer rental agreements
8. Enter and monitor SSI/Social Security benefits
9. Greet visitors and assist to meeting location
10. Mail distribution/pick up from Post office
11. *Provides reception to outside vendors providing services to our office. (SSA, Social Services, Landlords)
12. *Provides general office coverage to include scanning, faxing and photocopying.
13. Provides cross coverage as needed for Payee Fiscal Manager
14. Provide budget training for Mental Health support staff/Case Managers
15. *Provide occasional front desk coverage and switchboard backup
16. Printing of over 1500+ checks per month and dissemination of all accounting reports
17. Answer phones, maintain profession demeanor and attitude
18. Attention to detail and ability to meet deadlines
19. *Other duties as directed by supervisor.

QUALIFICATIONS:

The incumbent needs to possess the following qualifications, knowledge, skills and abilities:

Education: High School Diploma

Experience: 1 year of reception/secretarial/general office experience

Licenses and Certifications: none

Knowledge of: Windows; Excel, internet skills; standard office practices and procedures; equipment to include use of

telephone, copier, calculator, scanner and keyboard; secretarial techniques; standard business English; spelling; arithmetic; community resources, Quickbooks and basic clerical procedures.

Skills in: typing; organizing and gathering client data; communicating with a diverse range of people; public relations. Computer knowledge in WORD and EXCEL

Abilities to: relate to and communicate with a wide variety of people; maintain confidentiality; recognize and function in a crisis situation; perform under stress; follow oral and written instruction; work independently, and at times, in office alone; manage attendance in order to ensure coverage as needed.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

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

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

POSITION ORGANIZATION CHART

Fiscal Manager
|
Support Staff II

GRADE: 5

SCHEDULE: 8:30 – 5:00

Position Description Updated: August 12, 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.

Signature

Name Printed

Date