CLASSIFICATION TITLE: Support Staff; Centralized Scheduler

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent serves as a fully functional receptionist and telephone operator with other related duties as assigned. This position is an essential position that requires the absolute minimal number of absences.

The incumbent reports to the Same Day Access Program Manager and duties require proceeding alone under standard office practices with referral of questionable situations to the supervisor. In carrying out position duties, he/she performs in accordance with Region Ten confidentiality requirements and established Region Ten policies and procedures. The incumbent is expected to apply clearly prescribed standard practices.

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

MAJOR DUTIES:

1. *Follows procedures for scheduling appointments, both over the phone and in person.
2. *Acknowledges and Greets all consumers, visitors and staff in a polite, professional and welcoming manner.
4. *Coordinates with program staff, including AACS, MHCM and RSS, as it relates to their scheduling needs.
5. *Monitors all aspects of program schedules and communicates with program staff regarding changes.
6. *Communicates with other agencies and hospitals assuring that consumers being discharged are scheduled as required.
7. *Answer and route all incoming calls and take brief call back information when needed.
8. *Assure that calls for emergency services are transferred to a “live person” and not voice mail.
9. *Sits at the front desk to provide support and assistance to front desk staff.
10. *Reads all agency communication
11. *Maintains a professional demeanor and attitude at all times.
12. Provides cross coverage as needed for other Same Day Access support functions.
13. *Must be able to work evenings; Monday through Friday; times may be adjusted as needed to meet clinical support needs.
14. Scan all documents into Credible, as needed.
15. Other Duties as assigned.

QUALIFICATIONS:

High School degree required, experience in an office setting preferred. The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: switchboard operation, data processing, service ticket transmittal, dealing with difficult people, WORD, Credible, and basic clerical procedures.

Skills in: to be organized, efficient and accurate, answering phones, data entry, typing, work processing, and interpersonal communications.

Abilities to: multi-task, prioritize, be professional, communicate with a wide variety of people, take accurate messages, work under pressure a very busy environment.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS

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

POSITION LOCATION: Region Ten Community Service Board
800 Preston Avenue
Charlottesville, Virginia 22903
POSIXN ORGANIZATION CHART

Access and Adult Clinical Services Program Manager
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Support Staff

GRADE: 6

SCHEDULE: 40 hours per week

Position Description Updated: September 30, 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 __________________________