

**Lane Council of Governments
Job Classification**

Job Title:	Satellite Office Administrative Assistant	FLSA Status:	Non-Exempt
Division:	Senior & Disabled Services	Range:	6
Reports To:	Program Supervisor	Last Revised:	November 2003

General Statement of Duties

Performs procedural clerical work of moderate difficulty and variety. Work requires general knowledge of unit functions and procedures and is performed within generally accepted or established methods, practices, and procedures.

Supervision Received

Work is performed under general supervision and work performance is evaluated through periodic checks and through the adequacy and timeliness of products and services provided.

Supervision Exercised

None.

Resource Responsibility

Little or no discretionary responsibility for monetary or human resources. Duties that include working with monetary resources are subject to review and include checks and balances.

Distinguishing Features

Positions assigned to the Range 6 classification are distinguished from Range 5 classification by the requirement for a variety of office skills, and the ability to perform tasks of moderate to difficult complexity. This classification may be staffed when only one clerical support position is assigned to a satellite office. If more than one clerical staff support position is assigned to a satellite office, this position may or may not be assigned depending on the staffing needs of the satellite office.

Essential Job Functions

Type and distribute forms, correspondence, reports, contracts, memoranda, statistics and schedules by using office machines such as a typewriter, word processor, adding machine, photocopier and other standard office equipment

Complete regularly recurring reports; compile data from varied sources and make summary reports as required. May involve routine mathematical calculations and tabulations in accordance with established methods.

Process requisitions assuring proper approvals, coding and records; monitor deliveries and verify shipments as needed by checking items received against shipping orders and invoices.

Process payment authorizations, including clarifying requested services, verification of details, coding, data entry, and phone notification; explain policies, procedures, expectations, and billing instructions; resolve billing or payment problems.

Maintain and update files, records, and logs on computerized and manual record keeping systems. Search files and records for readily identifiable information as directed.

Greet and assist the public, staff, and other agencies by phone or in person by providing information of a general nature as authorized from sources such as published directories and procedures, calendars of events and staff schedules. Refer inquiries/visitors to appropriate department or individual when necessary.

Receive, receipt, and record fees and payments; perform routine posting of records and balances accounts, as needed.

Schedule appointments and meetings, reserve conference rooms and vehicles, and make travel arrangements as instructed.

Perform data entry of billing information.

Provide logistical support to staff by monitoring staff location and calendars.

Receive incoming calls on multi-line telephone and route calls to appropriate individuals or departments.

Maintains client/provider files (in hard copy and electronic forms).

Screens prospective provider's application for completeness and processes applications. When processing is completed, requests provider number.

Schedules and presents monthly orientation to inform prospective providers about the goals, requirements and expectations of the Client Employed Provider program and to acquaint them with the program's payment system and related issues, including adult/elder abuse. Develops and maintains materials used during program orientations.

Screens, prorates and enters 546 authorization on computer. (This process generates the provider time sheet/voucher.)

When complete and signed, processes voucher by entering data on computer to generate the provider's paycheck. Resolves voucher problems, as necessary.
Staffs problems relating to authorizations and vouchers with Case Managers.

Handles inquiries and complaints from providers regarding the processing of their paychecks. Resolves these matters, as appropriate.

Maintains a referral registry of providers whose references and prior work experience have been verified. Helps match providers with clients.

Maintains an up-to-date list of available jobs. Assists provider follow-up on available jobs.

Checks in-home contractor's monthly billing statement for accuracy. Makes corrections, as needed, and communicate corrections to contractor and affected Case Managers, Supervisors and other S&DS offices.

Responds to reference inquiries on providers from other agencies and organizations.

Provides information and referral services for the Senior and Disabled Services Division. Answers the direct in-coming phone lines for public inquiries; makes appropriate referrals as necessary.

Maintains a resource and information center to be accessed by staff and the public. Shares information and I & R updates with staff

Performs initial screening of telephone calls for a variety of assistance programs, abuse and protective services; refers to appropriate unit or community resource.

Provides services eligibility screening for seniors and disabled citizens for a variety of state and federal assistance programs, such as food stamps and medical assistance. Completes phone interviews with applicants to access financial and other circumstances and needs.

Consults and coordinates with appropriate staff, other agencies, medical and service providers, family members and other interested people as needed.

Maintains up-to-date knowledge of agency, state and federal rules, regulations, policies and procedures; reviews manual releases and or memos for accurate processing; obtains clarifications as needed.

Other Job Functions

Provide back-up support to other clerical positions and the office in case of absence or work overload.

Perform other related duties as assigned.

Provides mentoring and training for co-workers and volunteers.

Participates in meetings, committees, and staff training opportunities

Working Conditions

The work is performed primarily indoors requiring hand/eye coordination in the operation of

business machines. Work may involve occasional lifting of object weighing 15 to 25 pounds.

Knowledge, Skills, and Abilities

Knowledge of office practices, procedures and equipment.

Ability to communicate effectively with other employees and the general public using tact, courtesy and good judgment.

Ability to work with accuracy and attention to detail to meet deadlines.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to operate standard office equipment such as typewriter, computer terminal, word processor, transcriber, calculator and photocopier.

Ability to type at level required for specific position.

Ability to physically perform assigned duties.

Knowledge of issues, problems, and concerns of seniors and people with disabilities

Knowledge of legal requirements, standards, regulations, policies and procedures related to programs for seniors and people with disabilities.

Knowledge of community resources and services for the elderly.

Ability to maintain accurate, up-to-date records and to prepare reports.

Ability to establish and maintain effective working relationships with employees, seniors and people with disabilities, other agencies and the general public.

Knowledge of CEP Program, including its policies and procedures.

Ability to prioritize and respond to high volume of phone calls and other communications.

Education and Experience

High school diploma (or G.E.D.) and three years general office experience, or any combination of education and experience that provides the applicant with the desired skills, knowledge, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Some positions may require a valid Oregon driver's license, or the ability to obtain reliable transportation to a variety of sites in the County.