

# EMPLOYMENT OPPORTUNITY

## Center for Families and Children

4500 Euclid Avenue  
Cleveland, OH 44103  
(216) 432-7257 Fax  
[careers@c4fc.org](mailto:careers@c4fc.org) (Email)

Position:	Posting Date:	Work Week:
Clerical II	March 10, 2005	40 hours

### Job Summary:

Under supervision, performs a combination of clerical tasks to maintain routine program/department functions. Chooses the proper procedure to complete each task. Uses good judgment in solving routine problems.

### Job Duties & Responsibilities:

**GENERAL OFFICE/CLERICAL:** Transcribes reports, letters and memos, including more complex numeric and statistical data. Proofs finished copy to ensure accuracy of all information.

Sets fees according to agency policy. Explains fees to clients and workers. Obtains documentation of insurance coverage. May determine Title XX eligibility.

May open, close and transfer cases. Pulls charts as needed, returning them to appropriate office. May perform record review including checking for completeness. Obtains appropriate diagnosis data, codes and signatures.

As instructed, makes appointments, arranges for meeting rooms. May attend meetings and take minutes.

Reviews Service Activity Logs (SALS) and verifies information for completeness and accuracy. Checks with appropriate staff to resolve questions or problems.

Enters data on the computer. Works from standardized source documents (SALS, 508's, client intake forms) which require little or no selecting or interpreting of data to be entered.

Handle(s) petty cash, bank deposits. Monitors office supply inventory. Orders supplies as needed. Coordinates service calls for office equipment.

Maintains confidentiality of all client, staff and agency-related data in accordance with Center policies.

### **RECEPTIONIST DUTIES:**

Answers telephones, determining correct recipient for incoming calls; takes accurate messages; keeps track of long distance calls made by staff. Opens and distributes incoming mail.

Screens potential clients for intake. Schedules intake appointments.

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Acts as receptionist, greeting people entering office and directing visitors as appropriate. Provides general agency information when asked. May collect client fee payments and provide receipts.

Performs routine typing of forms, letters, etc. Assists with bulk mailing, filing and xerox work. Performs other duties as assigned.

## Job Qualifications:

Must be a high school graduate with minimum of one year of office experience.

Must be skilled in the use of office machines and word processing, with minimum typing speed of 50-60 wpm. Basic computer skills required for performing data entry and inquiries. Must have good mathematics, spelling and grammatical skills.

Must be able to work in an organized, time effective manner and possess good interpersonal skills.

Must be able to manage confidential material.

Must have an awareness of and sensitivity to the cultural diversity or the population served.

For consideration of this employment opportunity, please forward an Internal Applicant Bid Form and resume (for current employees), or a Resume (for external candidates) to the Center for Families and Children Human Resources Department at 4500 Euclid Avenue, Cleveland, Ohio 44103. You may also fax your resume to (216) 432-7257 or via email to [careers@c4fc.org](mailto:careers@c4fc.org).