

Big Island Substance Abuse Council

Position Description

Print Name: _____

Title: Office Assistant
 Reports to: Director of MH
 Department: Hawaii Island Health & Wellness Center
 Status: Non-Exempt

Last Reviewed: 02/03/2016

POSITION SUMMARY	
The Office Assistant is a qualified staff member with the ability to provide a wide range of clerical support to the Licensed Professional/Clinical Psychologist and/or its designee and responsible for maintaining an efficient and productive office environment.	
POSITION QUALIFICATIONS	
Minimum Education	High School diploma or graduate of an accredited business or secretarial school
Preferred Education/Experience	Minimum of three (3) years clerical experience, preferably in a human service non-profit agency
Required Certification/Registration	Basic Life Support: CPR Annually, First Aid (every 3 years), TB Annually; Valid State of Hawaii Driver's License
Specific Competencies	Refer to attached Performance Standards/Indicators. Participates and maintains competencies/skills required for the positions
Equipment Used	Agency assigned computer with a variety of software applications, fax machine, Xerox machine, printer, scanner, multi-line telephone, cellular phone
Working Environment	Modern well-lighted, air-conditioned work areas. Exposure to infectious disease is a minimal risk. Noise level in the environment is usually moderate. Verbal/physical assault is a risk
Physical Requirements	<ol style="list-style-type: none"> 1. See attached "Expected Physical Activities" 2. Frequent reading of printed materials is essential; 3. Listening skills necessary to effectively respond to staff, managed care representatives, clients and referral sources; 4. Writing skills necessary to accurately document and maintain filing system as needed.

RESPONSIBILITIES

1. Greet callers in person and on the telephone, provide requested information or refer to appropriate staff member
2. Provide general information on Mental Health services and programs, to include the mailing of brochures and other prepared materials
3. Assist in preparing business correspondence, program reports, and other materials as assigned
4. Assist in scheduling and maintaining appointment calendar for Supervisor
5. Maintain system for filing, correspondence and daily office procedures
6. Assist in preparing all required documentation and room set-up for trainings
7. Participate in all committees and sub-committees for Quality Assurance as directed
8. Type/update program Policy & Procedures as needed
9. Responsible for client sign-in sheets (if applicable) for Mental Health programs
10. Maintain overall general appearance of office
11. Assist in answering all incoming calls to the agency
12. Responsible to ensure all office equipment is maintained and kept in good running order for the agency
13. Attend workshops, seminars and conferences as determined by supervisor
14. All other duties as assigned

REQUIREMENTS

15. Demonstrate a high level of proficiency in typing, a high degree of accuracy will be expected
16. Demonstrate high level of computer skills and knowledge
17. Demonstrate basic understanding of organization and a working knowledge of the functions and operations of a human services agency
18. Demonstrate an adequate ability in written and oral communications
19. Adhere to all other policies and procedures, HIPAA requirements and 42CFR regulations pertaining to confidentiality

I acknowledge that I have read and understand my job duties and what is expected of me.

Employee Signature

Date

Human Resources Signature

Date

*I have received a copy of this position description. _____ (please initial)