



## POSITION ANNOUNCEMENT

### **Administrative Services Representative**

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals in times of crisis or transition.

The agency is seeking an **Administrative Services Representative** to perform front desk functions at a busy, non-profit social services agency. This position will facilitate and maintain service to clients and perform support functions for Agency staff.

#### **Responsibilities:**

1. Greet visitors and perform general administrative duties.
2. Handle and route a high volume of incoming calls. Provide information about the various services offered at Family Service to walk-in clients or callers and announce visitors.
3. Collect client fees and insurance/Medicaid information. Maintain receipts and forward appropriate billing information to the Finance Department of the Agency.
4. Serve as the initial point of contact for the walk-in clinic of the Counseling Services Division.
5. Set and manage appointments in the Electronic Health Record. Returns calls to follow up on patient needs as necessary.
6. Maintain up-to-date forms for distribution to clients.
7. Sort and distribute incoming and outgoing mail.
8. Assist with special projects as needed.
9. Serve as back-up to all other Administrative Services staff as necessary.
10. Participate on the Counseling Services team and perform other activities, duties or assignments as may be needed for effective agency functioning.

#### **Qualifications:**

1. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
2. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
3. Ability to work in partnership with other team members.
4. Conviction about the capacity of people to grow and change.
5. Ability to sit, stand, walk, climb stairs, lift at least 30 pounds, move about the office or otherwise perform the physical tasks required to perform the duties listed above.
6. Computer literacy.
7. Strong customer service and organizational skills; Resourcefulness in problem solving.

**FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER**