

CHILDREN'S AID SOCIETY OF ALABAMA

Mission Statement: Changing lives, building families, strengthening communities.

Job Description: Office Clerk

Employee name: _____ ID#: _____ Date: _____

Reports to: Office Administrator

Supervises: Number of direct reports ____

☐ Exempt ☐ Full Time

Date of Hire: _____

☐ Nonexempt ☐ Part Time

Length of time in current position: ____ months ____ years

Select one of the following: ☐ New Hire/New Position ☐ 6 Month Performance Review ☐ Annual Performance Review

Job Requirements

Summary: This position assists the Office Administrator in providing support for the general operations of the agency, requiring management of multiple assignments from administrative team members. Key responsibilities are receptionist, assisting in front office and community space management and maintaining agency records with sensitivity and confidentiality, and providing quality customer service.

Minimum Education: High School diploma or GED equivalent.

Minimum Work Experience: Two years in similar position.

Required Licenses/Certifications: Valid Alabama driver license and auto insurance minimum liability 100/300

Required Skills, Knowledge, and Abilities: Excellent communication and writing skills. Proficiency in all Microsoft Office and Adobe Acrobat products, to include data entry and Mail Merge. Ability to work with a team while evidencing ability to think critically; ability to plan and carry independent work when directed. Good problem solving skills; ability to respond calmly and non-judgmentally to others, including persons in crisis. Ability to demonstrate cultural and socioeconomic proficiency. Understanding of trauma informed care.

Required Internal Certification/Trainings: Bi-annual TB skin test/medical report

List any physical requirements: Minimal travel. Ability to lift 25 lbs.

Essential Functions of Position

1. Answer telephone: respond to callers in a warm, efficient, effective, and timely manner; send appropriate information to callers in a timely and accurate manner; refer possible clients to appropriate staff person or to another agency if necessary.
2. Answer doors: admit visitors; greet them in a friendly, culturally proficient, professional manner; direct them to the appropriate location.
3. Open mail and distribute to appropriate staff mailbox, giving any checks received to the Office Administrator; prepare outgoing mail, taking to post office as needed.
4. Check copier for faxes received, distribute to the appropriate staff mailbox; maintain copier paper and toner.
5. Scan agency records and files for electronic storage.
6. Send Voluntary Data Form as directed by the Office Administrator.
7. Assist the Office Administrator with assembling Board packets.
8. Perform miscellaneous work for staff to include but not limited to copying, typing, helping with mass mailings, and making needed purchases at Sam's, Walmart, etc.
9. Assist with general housekeeping, especially in the front office and production room.

Employee Signature

Supervisor Signature

Date