

Chicago Commons Adult Day Services
Job Description

JOB TITLE: Data Entry Clerk/Receptionist

EXEMPT: Yes
SALARY LEVEL: 17,500.00
RANGE: \$15,500- \$20,500.
EVALUATION DATE:
REPORTS TO: ADS Program Director

TITLE CODE:
DIVISION: Senior Care
DEPARTMENT
LOCATION: ADS
SHIFT:

*This job description supersedes any pre-existing job description for this position

SECTION I

SUMMARY:

Under the direction of the ADS Program Director, Make appointments for new clients referred to the ADS program. Responsible for data entry of hours of service and transportation for all ADS participants. Responsible for Data entry of the CACFP (child Adult Care Food Program) daily meal counts. Dispatch to drivers and greet visitors and answers and direct calls.

SECTION II

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following. The company reserves the right to add to, delete, change or modify the essential duties and responsibilities at any time.

Major Responsibilities: Greets and perform receptionist responsibilities as requested. Answer and direct calls by operating a telephone console. Performs clerical data entry and administrative support to ADS area. Prepares a variety of materials from routine to complex by word processing equipment. Proof read for accuracy. May organize data reports and use computer to input revised data from source documents. Handles Homecare calls and applications as requested by the Homecare Program Director. Processes mail and route mail. Schedule assessment appointments for potential clients. May call caregivers to remind them of appointments. May arrange for transportation of ADS clients and potential clients.

OTHER FUNCTIONS: The Company may assign other functions to the job at its discretion.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform. The essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to speak English, specifically, to communicate both in person and over the telephone. The employee must regularly be able to read English proficiently. Must be able to assist ADS participants upon request in case of an emergency. This could require lifting. The employee must regularly operate a word-processing system and therefore must be able to read, produce and transmit data on such a system. The employee frequently is required to sit and use hands to finger, handle, or feel objects, tools, or

controls. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision requirements include the ability to see at close range.

WORK ENVIRONMENT:

There are no unusual environmental conditions. The noise level in the Adult Day Service office environment is moderately quiet. Also, Reasonable accommodation may be made to enable individuals with disabilities to perform the essential function of the job.

SECTION III

MAJOR CHALLENGES: Describe the most difficult types of problems or challenges you face in your job. Be sure to mention the role-played in special projects and any impending future developments that could impact this position.

SECTION IV

WORKING RELATIONSHIPS: List the titles of individuals, components and organizations with which you have the most frequent contact. This should include contacts both inside and outside the company. Briefly describe the nature or purpose of those contacts and mention the role-played on any committees by this position.

<u>Most Frequent Contacts</u>	<u>Name or Purpose of Contact</u>
Public	Provide counseling, information timely and accurate answers to questions.
Case management Units State Funding Agency	Provide information and timely, and answer questions regarding ADS clients.

SECTION V

DECISION MAKING AUTHORITY: As it relates to working out job related problems encountered. To ensure the work is being done effectively and efficiently.

SECTION VI

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High School diploma/GED. Two-year experience in public relations with a customer service background. Three years general clerical experience. Computer knowledge and network communication skills. Good communication and interpersonal skills. Ability to answer console phone system. Must be able to file accurately both alpha and numerical. Ability to learn new office procedures.

LANGUAGE SKILLS:

Effective communication and written skills. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, and public groups.

MATHEMATICAL SKILLS:

With the use of a calculator, ability to add, subtract, multiply, and divide using whole numbers, common fractions, and decimals. The ability to compute program rates, ratio, and time percentage.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

CERTIFICATES, LICENSES, REGISTRATIONS:

First Aide and CPR a plus

OTHER SKILLS and ABILITIES:

Understanding of employee relations and employment law required. Ability to provide internal consulting to Management. Ability to weigh the need for confidentiality and the need-to-know as it relates to communication of ADS information

EMPLOYEE SIGNATURE:

DATE:

MANAGER SIGNATURE:

DATE:

HUMAN RESOURCES SIGNATURE:

DATE: