

PRINT NAME: \_\_\_\_\_

## **PCA JOB DESCRIPTION**

**JOB TITLE: Clinic Support Specialist**

**JOB ACCOUNTABILITY AND OBJECTIVES:**

This non-exempt position works under the supervision of the Front Office Team Coordinator; acts as an office receptionist, performing general clerical work in support of clinical staff, and provides customer service consistent with Professional Counseling Associates (PCA's) goal of excellence and professionalism.

**RESPONSIBILITIES:**

**ESSENTIAL FUNCTIONS:**

- Serves as office receptionist: answers phone calls, assists visitors, scan documents electronically, provides routine information and directs inquiries to appropriate staff.
- Acts as intake and appointment secretary: schedules intake appointments with appropriate staff; assigns chart number, gathers financial information from clients and presents financial options available for services.
- Collects client fees.
- Prepares Service Activity Logs (SAL's) according to scheduled appointments, checks SAL data and correct questionable or absent data prior to re-entry, submits completed SAL's to Administration according to schedule, reports and modifies changes; keeps client log up to date.
- Maintains information in client charts according to guidelines; files and retrieves client charts and reviews charts for clerical deficiencies.
- Performs secretarial functions such as typing letters, reports, memos, and other materials from draft copy and composing routine correspondence as directed.
- Inventories office supplies.
- Prepares incoming and outgoing mail.
- Operates standard office equipment.
- Serves as the clinic Facility Monitor.
- Is certified by PCA in First Aid/CPR.

**NON-ESSENTIAL FUNCTIONS:**

- Performs other duties as assigned

PRINT NAME: \_\_\_\_\_

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to type 45 WPM preferred, but not required. Accuracy and ability to proofread are required.
- Ability to use computer and other standard office equipment
- Skilled in grammar, spelling and punctuation
- Ability to relate positively and courteously to staff and the public
- Ability to respond effectively and calmly in a crisis situation
- Ability to detect and correct errors in various reports and other documents

**EDUCATION AND EXPERIENCE:**

- High school graduate or equivalent
- Two years' experience in general clerical work, preferably in a service or mental health related organization
- Some experience in dealing with the public

**SPECIAL CONDITIONS:**

- A criminal background check is required every 5 years.
- A drug screening and TB test are required.

**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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 10 pounds and occasionally lift and move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

\_\_\_\_\_  
Employee Signature                      Date

\_\_\_\_\_  
Supervisor Signature                      Date

PRINT NAME: \_\_\_\_\_