

CARC JOB DESCRIPTION

JOB TITLE: Office Clerk

DEPARTMENT: Community Services

FLSA STATUS: Non-Exempt

JOB SUMMARY: Supports the Community Services Department by answering phones, filing, scanning, collecting employee documents, maintaining compliance records, assisting DSPs with LASRS issues, and transporting participants to medical appointments. Provides direct administrative support to the Director and Case Managers.

EDUCATION, EXPERIENCE & SKILLS:

1. Must be at least 18 years of age.
2. High school diploma, GED, or trade school diploma in human services.
3. Basic computer skills including Microsoft Word and Excel.
4. Must possess a valid Louisiana Driver's License.
5. Must maintain current automobile insurance.
6. Must meet age requirement for CARC's automobile liability insurance.
7. Strong interpersonal and communication skills.
8. Ability to work with little supervision.
9. Ability to prioritize work and meet deadlines.
10. Organized and able to work in a high-volume, fast-paced environment.
11. Ability to work well as part of a team.

ESSENTIAL FUNCTIONS & REQUIREMENTS:

1. Audit 25% of participants' charts monthly for quality assurance compliance.
2. Assist with scheduling and safely transporting participants to medical and dental appointments.
3. Pick up and deliver participant medications.
4. Calculate monthly staff mileage reports.
5. Maintain updated list of Community Services employee phone numbers; send changes to Personnel and Accounting.
6. Maintain and update spreadsheets with due dates for certifications, transport documentation, site visits, and evaluations.
7. Complete Certified Medication Administration Training and administer medications as needed.
8. Provide monthly lists of upcoming evaluations, 60-day visits, and annual site visits to Case Managers and Director.
9. Collect completed evaluations and visits weekly and send originals to Personnel.
10. Monitor ACS quarterly visits and monthly Children's Choice visits.
11. Inform Personnel immediately when an employee resigns, quits, or requests leave.
12. Assist DSPs with LASRS account issues.

13. Communicate with families, Director, Case Managers, and DSPs as needed.
14. Operate office equipment (fax machine, scanner, copier, multi-line phone).
15. Answer phones and relay messages accurately.
16. Read and reply to all office emails.
17. Cover front lobby phone during lunch and serve as backup receptionist.
18. Run weekly LASRS SIL report and send to Director and Assistant Executive Director.
19. Solve routine problems and keep Director informed.
20. In Scheduler's absence, complete Schedule Change Forms for DSP schedule changes.
21. Cooperate with and support team members.
22. Assist with evacuation procedures in emergencies.
23. Maintain positive attitude with clients, DSPs, and staff.
24. Maintain an active bank account for direct deposit.
25. Perform other duties as assigned.

INCIDENTAL FUNCTIONS:

1. Reinforce positive work performance of the direct service professionals.
2. Perform similar job-related duties as assigned.

PHYSICAL REQUIREMENTS OF JOB:

- ☐ **Sedentary Work:** Lift 10 pounds maximum. Occasionally carry small objects. Occasional walking.
- ☒ **Light Work:** Lift 20 pounds maximum. Frequently lift/carry up to 10 pounds. Frequent walking.
- ☐ **Medium Work:** Lift 50 pounds maximum. Frequently lift/carry up to 25 pounds. Unrestricted walking and standing.
- ☐ **Heavy Work:** Lift up to 100 pounds maximum. Frequently lift/carry 50 pounds. Unrestricted walking and standing.
- ☐ **Very Heavy Work:** Lift in excess of 100 pounds. Frequently lift/carry 50 pounds. Unrestricted walking and standing.

IN AN AVERAGE WORKDAY, THIS POSITION REQUIRES:

	None	Rarely 0–1 hr.	Occasional 1–3 hrs.	Frequent 3–6 hrs.	Constant 6+ hrs.
Sitting	☐	☐	☐	x	☐
Standing	☐	☐	☐	x	☐
Walking	☐	☐	☐	x	☐
Bending	☐	☐	☐	x	☐
Twisting (at the waist)	☐	☐	☐	x	☐
Crawling	☐	x	☐	☐	☐
Squatting	☐	☐	x	☐	☐
Climbing ladders	☐	x	☐	☐	☐
Climbing stairs	☐	x	☐	☐	☐
Kneeling	☐	☐	x	☐	☐

Reaching above shoulder	☐	☐	x	☐	☐
Pushing/pulling	☐	☐	x	☐	☐
Driving	☐	☐	x	☐	☐
Gross hand manipulation	☐	☐	☐	☐	x
Fine hand manipulation	☐	☐	☐	☐	x
Lift/Carry 10#	☐	☐	x	☐	☐
Lift/Carry 20#	☐	x	☐	☐	☐
Lift/Carry 50#	Anything over 50 lbs shall be handled with assistance.				

REPORTS TO: Director of Community Services

SUPERVISES: None

NORMAL HOURS OF WORK: 8:00 AM – 4:00 PM

HOURS PER WEEK: 40

TERMS OF EMPLOYMENT:

Employment with CARC is of an “at will” nature, which means that the employee may resign at any time with or without cause and the employer may terminate the employee at any time with or without cause. This “at will” condition may not be changed by any other written document or conduct unless such condition is stated in writing and signed by the Executive Director.

My signature below indicates my acceptance and agreement to follow all established CARC policies and procedures.

Signature

Date