



**POSITION ANNOUNCEMENT**  
**Administrative Services Representative – Part Time**  
**July 30, 2018**

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, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking Part Time Administrative Services Representatives to facilitate and maintain service to clients and to perform support functions to Agency staff. Schedules would range from 16-20 hours per week. Appropriate candidates need to be available to work Thursdays 12pm - 8pm and Fridays 8am-5pm with potential for more hours as needed.

**Responsibilities and Accountabilities:**

1. Reception duties
  - Reception - Greets visitors, handles incoming calls and performs general administrative duties. May also assist other administrative staff with overflow work, including word processing, data entry and Internet research tasks.
  - Places, receives and routes a high volume of calls through an electronic switchboard or voicemail. Provides information about the various services offered at Family Service to callers and announces visitors.
2. Collection of client fees
  - Collection of client fees, using finance records, collects fees for returning clients, ensures completion of paperwork, sign-in and security procedures. Maintains receipts and forwards information to the finance department along with copies of any insurance cards, Medicaid cards and appropriate paper work for new clients.
3. Office forms
  - Maintains master file of up-to-date forms
  - Maintains a supply of forms for agency use
4. Mail
  - Sort and distribute incoming and outgoing mail. Operate manual and electronic mailing equipment.
  - Remind staff to take inter-office mail if traveling to another site
  - Take mail to the post office in the afternoon
  - Help with bulk mailings as necessary
5. Office equipment
  - Call service repair providers as indicated
  - Assist with troubleshooting problems when possible
7. Responsible for word processing and large copy jobs as requested
8. Assist with special projects as needed
9. Serve as back-up to all other Administrative Services staff

**Qualifications:**

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Computer literacy required. Experience with the following computer software-Microsoft Excel, Word, Outlook, Power Point, Access, and Internet.

Send resume and letter to:  
Family Service of the Piedmont, Inc.  
Attn: Human Resources  
902 Bonner Drive  
Jamestown, NC 27282

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