



# EMPLOYMENT OPPORTUNITY

**Center for Families and Children**  
 Human Resources Department  
 4500 Euclid Avenue  
 Cleveland, Ohio 44103  
 (216) 432-7257 (Fax)  
 careers@c4fc.org

<u>Position:</u>	<u>Location</u>
Clerical II	Southwest Behavioral Health Office

**Job Summary:**

Under supervision, performs a combination of clerical tasks to maintain routine program/department functions. Chooses the proper procedure to complete each task. Uses good judgment in solving routine problems.

**Job Duties & Responsibilities:**

Performs front desk duties – such as answering phones, checking in clients for appointments. Notify staff when client arrives. Insures client receives intake paperwork, etc.

Transcribes reports, letters and memos, including more complex numeric and statistical data. Proofs finished copy to ensure accuracy of all information.

Sets fees according to agency policy. Explains fees to clients and workers. Obtains documentation of insurance coverage.

May open, close and transfer cases. Pulls charts as needed, returning them to appropriate office. May perform record review including checking for completeness. Obtains appropriate diagnosis data, codes and signatures.

As instructed, makes appointments, arranges for meeting rooms. May attend meetings and take minutes.

Reviews Time Reports and verifies information for completeness and accuracy. Checks with appropriate staff to resolve questions or problems.

Enters data on the computer. Works from standardized source documents that require little or no selecting or interpreting of data to be entered.

Handle(s) petty cash, bank deposits. Monitors office supply inventory. Orders supplies as needed. Coordinates service calls for office equipment.

Maintains confidentiality of all client, staff and agency-related data in accordance with Center policies.

Performs other duties as assigned.

**Job Qualifications:**

Must be a high school graduate with minimum of one year of office experience.

Must be skilled in the use of office machines and word processing, with minimum typing speed of 50-60 wpm. Basic computer skills required for performing data entry and inquiries. Must have good mathematics, spelling and grammatical skills.

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Must be able to work in an organized, time effective manner and possess good interpersonal skills.

Must be able to manage confidential material.

Must have an awareness of and sensitivity to the cultural diversity or the population served.

## ***Application Procedures:***

For consideration of this employment opportunity, please submit your application materials to the address, fax or email address noted above. External candidates must submit two copies of their résumé and cover letter if applying by postal mail.

**The Center for Families and Children  
Human Resources  
Attention: Clerical II – West OR Southwest  
4500 Euclid Avenue  
Cleveland, Ohio 44103  
HR Fax #: (216) 432-7257**