

**Community Advocates, Inc.**  
Job Description

**Job Title:** Clerical Support/Receptionist

**Reports to:** Clerical Supervisor

**Pay Rate:** \$17.16 per hour

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**Description:** Under the direction of the Clerical Supervisor, the Clerical Support/Receptionist performs a wide variety of customer service, communications and clerical tasks related to office operations, in accordance with company policies and procedures. The Clerical Support/Receptionist also assists with Interim Disability Assistance Program-related tasks. This is a full-time, temporary position with the possibility of advancement to permanent status.

**Duties and Responsibilities** include the following, and may be expanded to include other duties and responsibilities as management may deem necessary from time to time.

1. Client Check-in: Greets clients, answers their questions, schedules appointments, and directs them to the appropriate person or department for assistance.
2. Answers incoming telephone calls, directing to the correct person, addressing and resolving caller needs or taking detailed messages.
3. Monitors visitor access and maintain security awareness.
4. Logs incoming payments/receipts, storing in a secure location for pick up by accounting.
5. Monitors office supplies inventory, re-ordering supplies, forms stationary, etc. as needed, according to procurement procedures.
6. Receives, sorts and distributes incoming mail; meters outgoing mail making it available for pick-up in a timely manner.
7. Completes and maintains all required paperwork, records, documents, such as LIP folders, etc.
8. Coordinates conference and meeting room reservations.

**IDAP Responsibilities**

9. Help assess IDAP participant's SSI/SSD disability claims.
10. Help participant file appropriate applications and appeals.
11. Develop evidence to support IDAP participant's SSI/SSD disability claims.
12. Provide referrals for reconsiderations and administrative law hearings.

13. Provide advocacy services to participant throughout IDAP and SSI/SSD process.

14. Comply with all monthly and annual reporting requirements.

**Qualifications:** Candidate will have substantial experience in customer service area and be comfortable dealing with people from diverse cultural backgrounds. Good communication skills and professional personal presentations a must. Ability to speak Spanish required. Knowledge of clerical and administrative procedures and strong keyboarding skills.

**Education/Experience:** High school diploma or equivalent required. Two years related experience that demonstrates knowledge, skill and ability to work effectively with diverse groups of people; strong interpersonal skills. Familiarity with issues affecting low-income customers.

**Other Skills and Abilities:** Highly motivated. Ability to prioritize assignments and take initiative. Flexible and able to work under deadlines. All clerical staff must be cross-trained on each procedure in order to cover for times when staff is missing. All clerical staff must complete cross-training within 30 days of start date.

To apply, email a resume and cover letter to [jobs@communityadvocates.net](mailto:jobs@communityadvocates.net) with “Clerical Support-Receptionist” in the subject line. Deadline to apply is July 6, 2020.