

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:** Office Services Specialist

**POSITION TITLE:** Office Services Support Specialist (Prevention)

### **General Statement of Responsibilities:**

This is an administrative support position (FLSA non-Exempt) whose incumbent performs receptionist duties and primary clerical/administrative and services support to the Director of Program Development, Planning and Prevention Services and Supervisor of Program Development, Planning and Prevention Services at the Office of Prevention Services of the Eastern Shore Community Services Board (ESCSB). Administrative and Services supports is also provided as needed to other Prevention staff.

The incumbent reports to and receives supervision from the Director of Program Development, Planning and Prevention Services. In carrying out position responsibilities, the incumbent performs in accordance with established ESCSB policies and procedures, demonstrates initiative, exercises sound judgment, maintains confidentiality of information, and sustains effective working relationships.

### **MAJOR DUTIES:**

- Serve as Office Services Support Specialist at the at the Office of Prevention Services of the Eastern Shore Community Services Board (ESCSB , to include managing the console phone, receiving and checking out participants and visitors, confirming and updating participant data, directing the participant/visitor to the appropriate staff, and completing service registrations, distributing participant training certificates, making reminder phones calls/emails to registered participants, entering participants into database;
- Support Prevention Staff with promotional efforts including offsite community events
- Maintaining program/services schedules and promoting as directed by the Director of Program Development, Planning and Prevention Services at the Office of Prevention Services
- Assist in the management of staff appointments, to include

reviewing training, event, and service schedules with the Prevention Staff; notifying Prevention Staff of cancellations/rescheduling handled over the phone; making cancellations if the Staff are sick; calling participants to remind them of training and/or services appointments

- Assist in the coordination of participant training and /or service registration and transportation;
- Assist with monitoring data for service reporting;
- Maintain a pleasant, organized office area;
- Control access to the building beyond the lobby by maintaining the visitors' log and issuing visitor badges, escorting or calling staff to escort participants and/or visitors, and ensuring all participants have left the building at the end of the business day;
- Ensure the office building is properly opened and closed each morning and evening, securing the files cabinets, turning off lights and appliances, and locking doors;
- Maintain files and records as directed by Director of Program Development, Planning and Prevention
- Pick up, review, and disseminate staff mail as well as deliver mail to the post office as needed;
- Order office and program supplies as directed by Director of Program Development, Planning and Prevention Services and Supervisor of Program Development, Planning and Prevention Services;
- Prepare courier boxes with mail and other information to be delivered and distributed at each site;
- Provide clerical and administrative support (typing, word processing, filing, etc.) to designated directors and staff;
- As needed, assist in written report preparation (e.g. data/information retrieval, formatting, etc.);
- Attend in-service training activities, conferences, seminars, etc. related to position responsibilities;
- Per policy, maintain Material Safety Data Sheets, (MSDS) for items

received at work site and First Aid Supplies;

- As assigned, record, prepare, and disseminate minutes for Prevention Team Meetings; and
- Perform other job-related duties as assigned by the Director of Program Development, Planning and Prevention Services

**QUALIFICATIONS:**

The incumbent should have position-related experience providing clerical/administrative support and possess the following knowledge, skills, and abilities.

**Knowledge of:** Filing systems (administrative and clinical); receptionist requirements; computer applications including MS Word, Publisher and Excel; office equipment operations; English usage; business correspondence; consumer confidentiality; written and oral communications.

**Skills (s) in:** Accurately typing correspondence, reports, memorandum; composing communications; developing/ maintaining a filing system; the English language; data/information retrieval; computer usage; taking and preparing minutes; formatting reports; telephone communications; maintaining effective communications; and in maintaining effective communications with both consumers and staff.

**Ability (ies) to:** Fulfill job duties to manage and adjust program/services schedules; perform clerical/administrative responsibilities in accordance with agency policies and procedures; effectively communicate with all types/levels of people; resolve position-related problems; demonstrate initiative; maintain applicable confidentiality of information; exercise sound judgment; and maintain effective working relationships.

**HIPAA Access Level:** 1= limited access to consumer information

**ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR**

**DIRECTOR OF PROGRAM DEVELOPMENT, PLANNING AND PREVENTION**

**SUPERVISOR OF PROGRAM DEVELOPMENT, PLANNING AND PREVENTION**

**OFFICE SERVICES SPECIALIST**

**SALARY AND/OR HOURLY RATE RANGE:**

Classification Level III

**EFFECTIVE DATE:** April 7, 2021

**POSITION DESCRIPTION CONTENT:**

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

**SIGNATURES:**

---

Office Services Specialist Date

---

Administrative & Transportation Services Supervisor Date

---

Director of Clinical Services Date

---

Executive Director Date