



ST. LOUIS OFFICE FOR DEVELOPMENTAL DISABILITY RESOURCES JOB DESCRIPTION

Job Title	Administrative Clerk	
Department	Targeted Case Management (TCM) and Support Staff	
FLSA Classification & Pay Status	Non-Exempt (Fulltime)	Hourly
Controls over the position	Reports to the Executive Assistant; however, work-related projects may be supervised by other Department Directors as needed.	
Essential Designation	Non-essential, ¹ as defined by DD Resources	
Work Schedule Expectations	Standard scheduled workdays and hours coincide with the agency's regular business hours: 8:00 a.m. to 4:30 p.m., Monday through Friday. Regular on-site attendance is an essential function of the position. This position is not eligible for Flexible and Telecommuting schedule arrangements.	
General Purpose	The Administrative Clerk partners with the Administrative Receptionist to provide general administrative and clerical support to ensure the efficient operation of the front office. This position is also responsible for regularly providing general administrative and clerical support to the TCM Department. This position supports the work of all Administration and Departmental staff; thus, the responsibilities often change daily with the agency's current needs.	

ESSENTIAL DUTIES

FRONT DESK AND GENERAL ADMINISTRATION

1. Greet, check in, and direct visitors to the appropriate person and office within the agency.
2. Answer, screen, and forward incoming phone calls to the appropriate agency staff.
3. Maintain office security by following safety procedures and controlling access via the reception desk (including monitoring the visitor logbook).
4. Provide basic and accurate information in response to stakeholder questions about agency services (in-person and via phone/email).
5. Create spreadsheets, documents, and printable labels (mail merge knowledge helpful).
6. Assist with other related clerical duties such as photocopying, faxing, filing, mailing, and collating.
7. Assist and provide clerical support to other Administrative and Support Team members.
8. Provide clerical and administrative support to Department Directors as needed.
9. Remain flexible and comply with revisions and/or changes after mutual consultation with the Executive Assistant and staff that oversees the TCM Department (Director of Service Coordination).
10. Regularly rotate in the Support Staff Team's On-Call schedule

TCM CLERICAL ADMINISTRATION

1. File all consumer-related electronic files daily, according to established filing procedures.
2. Create or update consumer files with new information, as requested.
3. Scan new consumer paperwork when received and save to electronic files.
4. Follow policies and confidentiality dictations to safeguard data and information.
5. Enter data in databases and maintain accurate records.
6. Serve as administrative support for TCM department for specified tasks.
7. Provide administrative support to the Quality Assurance Specialist for specified tasks.
8. Attend regular TCM & TCM Management meetings and take and transcribe meeting minutes.

SECONDARY DUTIES

- Maintain agency HIPAA standards, both internally and externally.

¹ Essential- staff members with positions that are designated by DDR to be critical to the continuation of key operations and services in the event of an office closure, at the discretion of the Executive Director.



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- Assist with special projects and assignments.
- Attend and participate in monthly all-staff meetings and weekly department meetings.
- Serve as backup for the Executive Assistant for Board and Committee meeting setup and preparation.
- Other duties as assigned.

SKILLS & ABILITIES REQUIRED

- Excellent attention to detail
- Moderate data entry skill set and typing speed is required
- Moderate skill in maintaining filing system, including ability to alphabetize properly.
- An ability to work independently is required
- Moderate keyboarding ability
- Moderate familiarity with administrative duties
- Experience using office equipment (i.e. fax machine and scanner)
- Knowledge of correct spelling, grammar and punctuation
- Ability to maintain confidentiality of agency information
- Organization skills, with an ability to stay focused on assigned tasks

EDUCATION & EXPERIENCE REQUIREMENTS

A minimum of one year of prior experience* in clerical, customer service, or a closely related general office support work position; AND possession of a high school diploma or proof of high school equivalency. Additional courses in business and administration preferred. Computer courses involving Microsoft Office highly recommended.

- Experience in operating computers, filing, and maintaining filing systems.
- Experience in importing/exporting files and merging data.
- Knowledge of working with people from varying socioeconomic backgrounds and levels.
- English-language proficiency required to interact with established service recipients.

**An Associate's Degree in Business Administration, Administrative Support or a related field may be accepted in lieu of experience*

COMPUTER SOFTWARE REQUIREMENTS

- Microsoft Office Suite (Outlook, Word, Excel, Teams, etc.)
- Agency-designated online learning management program
- Agency-designated online payroll program
- 3rd party governing databases/websites (i.e., CIMOR, MO Healthnet, etc.)
- Agency intranet platform (SharePoint)
- TCM Case Noting & Billing Software/ Program
- www.stlidd.org

WORKING CONDITIONS / ENVIRONMENT REQUIREMENTS

- **Environmental (tools, machinery, environment exposure, etc.):** Minimal to moderate operation of general office equipment (phone, copier, printer, fax machine, postage machine, laminator and shredder), agency-provided personal computer (PC), multi-line telephone system, and building intercom entry system. Must physically work in the office on a regular basis for in-person interaction with stakeholders, clients, and co-workers unless otherwise authorized by the employee's supervisor.
- **Physical (heavy lifting, standing, or sitting for extended periods; manual dexterity, walking, pulling, etc.):** Must be able to stand or sit for long periods of time, walk up and down stairs, some bending, light lifting, typing, filing and sorting. Also, must be able to work independently and must be able to work and/or communicate with all levels of individuals.



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Weight Category: Light to Medium

Lift Up to 10 lbs. to 25 lbs. frequently

Lift Up to 20 lbs. to 50 lbs. occasionally and/or frequent walk/stand & some pushing/ pulling

Disclaimer

The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications. DD Resources reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

EOE- DD Resources is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability, military/veterans' status, hairstyle, protective hair, or natural or cultural hair texture or style or genetic information or any other characteristic protected by applicable federal, state or local laws.