

Office Support Clerk Reception & Data Entry

Job Description

Job Title: Support Clerk
Employee Name:
Department: Support Dept.
Reports To: Support Services Supervisor
FLSA Status: NON-EXEMPT
Prepared Date: June 2017

Salary Range: Full-time, \$13 per hour plus bonus when eligible

Position Summary:

The Support Clerk will answer phones and transfer calls, assist customers at the front counter, perform various data-entry duties, as well as cash-posting.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Enter new data into the system, received by Mail or Client Consultant.
- Cash posting and entry.
- Answer incoming calls and pass accordingly.
- Handle calls from Clients, process cancels and direct payments.
- Data Review
- Self driven, able to work unsupervised.

Performs other duties as assigned.

Other Functions:

Process payment information, process cancels, assist consumers in-person with payments and information requests.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- At minimum a high school diploma or GED is required, and three months relevant experience is preferred
- Previous experience in office environment, or a related role is preferred
- Ability to communicate clearly and succinctly, utilizing proper grammar and telephone etiquette is preferred
- Prior PC and keyboard knowledge is required
- Ability to compute basic math calculations using addition and subtraction

COMMUNICATION/TEAMWORK SKILLS

- Employee has contact with individuals within their department and external contact with consumers

TECHNOLOGY SKILLS

- Basic computer knowledge
- 35+ WPM typing
- 10 Key calculator
- Phone skills and ability to transfer calls efficiently

OTHER SKILLS AND ABILITIES

- Bi-lingual (Spanish) a plus with hiring bonus at 90 days

PHYSICAL SKILLS AND ABILITIES

- Hand dexterity
- Able to talk and hear
- Occasionally required to stand or walk and lift and/or move up to 25 pounds

WORK ENVIRONMENT

- Employee works in an office environment. Employee sits at a desk during regularly scheduled work hours; answers and makes telephone calls using a standard telephone; types on a standard keyboard; reads and comprehends information from a computer terminal and/or written resources.