



Child Guidance Center, Inc

Title: Office Technician

Full-Time

Department(s): Program

Reports to: Program Director

Location(s): Fullerton, Ca.

Job Summary:

- Position is allocated for the provision of maintaining and providing clerical support, reception, and general administration.
- Answers reception phones in a manner that supports CGC vision and mission statement. Enters data into respective databases in a timely manner.
- Collects client fees and assists with client billing when needed.
- Processes and maintains agency files in accordance with agency policies and procedures. Maintains and demonstrates a working knowledge of current systems and policies for purposes of supporting staff.
- Screens, sorts and directs/distributes incoming calls, correspondence, and interoffice mail.
- Provide interpretation services to bilingual clients during M.D. appointments.
- Knows the services the agency provides.
- Follows agency procedures for handling emergencies in the clinic/waiting room.
- Maintains working knowledge of and complies with all HIPAA regulations.

Minimum Requirements:

- High school diploma or general education degree (GED) required; and two years related experience; or equivalent combination of education and experience preferred.
- Must be computer literate with Microsoft Office, Outlook, Word, Excel, and ACCESS.

Ability to:

- Communicate effectively orally and in writing in order to interview people, disseminate and record information.
- Understand and follow oral and written directions and apply them in a variety of situations.
- Use correct English grammar, punctuation and spelling.

Physical Demand:

- Must to be able to remain in a stationary position 70% of the time

- Ability to move, traverse occasionally to access files cabinets, and client charts
- Ability to operate, activate, use, prepare, inspect, place, detect, position machinery such as a computer, copier, printer, calculator, telephone equipment
- Must be able to communicate accurate information

This description reflects management's assignment of essential functions; it does not proscribe or restrict the tasks that may be assigned.