

JOB DESCRIPTION

Job Title: Case Aide **Date:** _____

Department: Social Services **Supervisor:** Case Manager II

FLSA Classification: check one **Position Type:** check one
 _____ **Exempt** **Non Exempt** **Full-time** _____ **Part-time** _____ **Casual**

Job Purpose: Under the supervision of Case Manager II, Receptionist is responsible for the operation of the reception area including but not limited to the handling of telephone, receiving clients/guests to the office and other related functions.

% of Time	Essential Job Functions
90 %	<ul style="list-style-type: none"> Answering high volume of calls courteously and professionally and route all incoming calls to appropriate staff. Provide general social services to clients. Receive clients and guests to the agency in a timely and courteous manner and schedule service appointments as needed. Screen incoming request for services, provide basic information on agency services, program and events or make appropriate referrals. Maintain a log for clients/guests calls. Organize and clean front desk area Ensure that all messages are retrieved from the agency general voice mailbox every morning from the previous day.

% of Time	Additional Duties
10%	<ul style="list-style-type: none"> Attend meetings/workshops/trainings as required. Participate in outreach activities or agency wide events as request. Perform other related clerical support duties as assigned. Assist as needed in special program related community projects.

Skills/Qualifications:	Importance
• High school diploma or equivalent	Required
• Fluent in oral Chinese (Cantonese and/or Mandarin) and English. Ability to speak Vietnamese is highly desirable.	Required
• Have at least one year of customer service experience.	Required
• Strong interpersonal and communication skills.	Required
• Knowledge and understanding of the field of social service is highly desirable.	Preferred
• Ability to work well under pressure.	Required
• Basic computer knowledge.	Required
• Valid CA Driver's License and Proof of Insurance	Required
• Available some weekends as needed.	Required

I acknowledge that I have received a copy of my job description and it has been discussed with me. I understand that the job description is intended as an overview of my overall job responsibilities and duties I am expected to perform at an effective level or higher while employed at Chinatown Service Center. Furthermore, I understand that my supervisor and/or manager may need to revise my job description and/or assign additional tasks as needed not listed on this job description which I will be expected to execute.

Print Employee Name

Employee Signature

Date

Print Supervisor/Manager Name

Supervisor/Manager Signature

Date