



Position Description

COMMUNICATION CLERK

Entity:	Masonic Homes of California	Payroll Type:	Non-Exempt
Department:	Resident Services	Supervisory:	No
Reports To:	Front Desk Supervisor	Work Status:	PT
Location of Job:	Union City	Revised:	8/17/2011

Position Held By:	Open	Regular Hours:	Varies (8 to 16 hrs)
Schedule:	Varies Occasional overtime, some weekdays, weekends and evenings may be required.		

JOB CULTURE

The Masonic Homes of California are committed to a culture of Leadership. Our culture is to provide superior service to members, residents and staff through a sound and progressive model of service and care which aligns our mission, vision and operations. We demonstrate excellence in core services and place value on high quality job performance, professional development, effective time management, budget management, workplace safety and resident/employee satisfaction. We are dedicated to disciplined innovation and continuous quality improvement – we are a learning company. We are committed to sharing our knowledge and being an organization that attracts the best and brightest talent. We are team-oriented, caring and honest.

JOB SUMMARY

The Communications Clerk is responsible for providing a friendly, warm, efficient, professional and reliable “front desk/concierge” service to our residents, their families, employees and friends of the Masonic Homes of California while also ensuring the safety and protection of our residents, employees and the Home's property within established policies and procedures. Uphold the Communication Department/Concierge service theme.

ESSENTIAL FUNCTIONS

Front Desk/Concierge

- Project a professional appearance: well-groomed, appropriately dressed.
- Maintain a professional workspace: well-organized, lack of clutter, etc.
- Monitors safety devices, namely fire monitoring equipment, boiler and smoke detector alarms. In responding to an alarm, contacts the appropriate personnel and performs acts consistent with established Communication policies & procedures.
- Greet and direct visitors in a friendly and helpful manner.
- Answer all incoming calls to the Masonic Home of CA standard.
- Directs incoming calls and messages to appropriate staff or resident.
- Assist residents with outgoing calls.
- Demonstrate multi-tasking abilities in telephone operation.
- Record accurate messages.
- Maintain stock of paper and other office supplies.
- Knowledge and understanding of role in emergency situation.
- Maintain a current file/listing of residents by name and room number, emergency phone numbers of on-call staff, department extensions, key personnel, etc.
- Label newspapers for residents and staff for daily distribution.
- Assist in general clerical and administrative functions as required.
- Receive, coordinate, and distribute all mail and deliveries.
- Maintain pertinent key and residents' status logs, issue keys according to established procedures. Maintain accountability for keys.
- Initiates a Notification of Temporary Absence form for residents who wish to leave the facility overnight.
- Reports equipment malfunctions and breakdowns as soon as possible.
- Remains at the Communication Center until relief for breaks, meal periods and end of shift arrives.
- Maintains good working relationship with co-workers.
- Provide back-up support for other departments as appropriate.
- Regular attendance.

Resident Relations

- Assist Director of Resident Relations with general clerical transitions functions.
- Generate brochure request from emails and inquiry tracking forms.
- Collating and copy transitions documents.

Administration

- Assist Administration with administrative duties.
- Performs general office duties during low volume periods to include sorting, collating, copying and data entry.

Financial Management

- Maintain cash boxes (4). Sell meal tickets to employee and provide volunteers with free meal tickets
- Collect cash for postage for outgoing mail.
- Collect cash when making copies for residents
- Maintain petty cash
- Generate POS receipts and does month end closing of POS.
- Provide backup assistance for Medical Billings' essential functions.

SKILLS, ABILITIES AND EXPERIENCE

- 1 year experience on Multi-line Telephone Console (preferable but not required)
- Knowledge of computers, internet, and software applications including Windows 3.0 or 7.0 and Microsoft Office programs
- Skilled in building relationships with residents, staff, and family members
- Must be able to work under stress and to relate to aging persons
- Must have a pleasant disposition at all times
- Awareness of "Concierge Services"

EDUCATIONAL REQUIREMENTS/LICENSES/CERTIFICATES

Any combination of education and experience that would provide the necessary knowledge and abilities listed, typically:

- High School Diploma or equivalent

OBRA & TITLE 22 REQUIREMENTS

Ensures that residents' rights to fair and equitable treatment, self determination, individuality, privacy, property and civil rights, including the right to wage a complaint, are well established and maintained at all times.

Maintains **confidentiality** of appropriate resident care information to assure their rights are protected.

Reports all incidents/accidents, unsafe and hazardous conditions/equipment immediately. Follows established safety rules and regulations. Maintains work area in a clean, orderly and safe manner.

EQUIPMENT/MACHINES/WORK AIDS

Postage Machine	Writing Implements	Copy Machine
Intercom	Cell Phone	Laminator
Telephone Headset	2-Way Radio	Folding Machine
Computer/Peripherals	Printer	Alarm Systems
Telephone	Security DVR Equipment	Facsimile

ENVIRONMENTAL CONDITIONS

Indoor in a modular office space. - Temperature controlled indoor environment

PHYSICAL REQUIREMENTS

- Standing - Occasionally - 15 minutes up to one hour per day.
- Walking - Occasionally - One to two hours per day.
- Sitting - Frequently - Five to six hours per day.
- Lifting - Occasionally - 10 lbs.
- Bending - Occasionally - up to 15 minutes.
- Lying -Never
- Twisting - Occasionally - up to 10 minutes per day.
- Reaching/Stretching - Occasionally - up to 10 minutes per day.
- Pushing/ Pulling/ Dragging - Occasionally - up to 15 minutes per day (10lbs).
- Climbing (Ladder) - Occasionally
- Balancing - Never
- Kneeling/Crouching/ Squatting - Never
- Use of Feet (other than walking) - Never
- Use of hands - Requires simple grasping, firm grasping or fine manipulation with dominant/non-dominant hand or with both hands.
- Hearing - Requires the ability to hear at close proximity (0-5 feet), at a distance up to 20 feet and to hear in both ears.
- Vision - Requires clarity of vision at 20 inches or less, 20 feet or more, accommodation of eye to focus clearly at varying distances.

This job description has been developed to identify some of the duties and responsibilities of this position. It is not intended to limit or encompass all duties and responsibilities of the position.

MHC at its sole and absolute discretion, expressly reserves the right to modify, supplement, delete or augment the duties and responsibilities specified in this and all job descriptions.

ACKNOWLEDGMENT

I have read the above requirements and duties of the position and by my signature as noted below hereby accept these conditions of employment of the Masonic Home at Union City.

Employee _____ Date _____

Supervisor _____ Date _____