

***Young Women's Christian Association  
Greater Pittsburgh***

**JOB DESCRIPTION**

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**JOB TITLE:** Provider Services Secretary

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**Reports to:** Provider Services Supervisor

**FLSA Classification/Job Grade:** Non-exempt **Grade: 3 Pay Scale: \$ 9.67– \$ 10.67**

**Department:** Child Care Partnerships/CCIS

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**JOB SUMMARY:**

Performs receptionist and secretarial duties for the program and acts as a back up for other YWCA programs.

**MINIMUM QUALIFICATIONS:**

High School Diploma or equivalent with at least one (1) year of business office experience.

**KNOWLEDGE AND SKILLS:**

Proficiency in Microsoft Office is required. Strong human relations, communications, telephone and organizational skills are mandatory. The ability to work on several projects at one time is necessary, and ability to create and/or maintain a filing system. Ability to operate various office machines/equipment is essential.

**ESSENTIAL RESPONSIBILITIES:**

- Provides clerical support in an accurate and professional manner for the efficient operation of the departments.
- Enters Provider Information Change Forms into an Excel Vendor file for check processing.
- Sorts, opens, stamps, posts out-going mail, and delivers in-coming mail and faxes on the day it is received to Provider Liaison and Parent Resource and Referral Staff.
- Care Check will be checked in CCMIS for approval of participating providers, twice a week.
- Performs customer service by answering telephones courteously and promptly, and returns calls as necessary.
- Maintains a constant supply of department forms and work-related materials.
- On an as needed basis, prepare paperwork and packets for Resource and Referral corporate Seminars and Visibilities.
- Is responsible for filing and maintaining the integrity of the filing system.
- Tasks may include periodic coverage of Front Desk/Receptionist duties.
- Is prepared to offer assistance to other clerical staff regarding the day-to-day operations of the YWCA.
- Must maintain a high level of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Will work in conjunction with co-workers and management to achieve Affirmative Action goals.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.
- Promotes and supports the mission, imperative, values and goals of the YWCA and DPW maintaining high performance standards.
- Participates in YWCA and DPW professional development opportunities successfully implementing new skills, knowledge and procedures.
- Participates in other activities assigned within the scope of the Child Care Partnerships Department.

**EFFECTIVE DATE:** 8/12/05

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Signature

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Date