

JOB OVERVIEW

JOB TITLE	File Clerk
DEPARTMENT	Independence Express
LOCATION	Buffalo, N.Y.
DIRECT SUPERVISOR	Director, Independence Express

GENERAL JOB DESCRIPTION

To maintain files for the Independence Express department.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Accurately document consumer services and required paperwork in Western New York Independent Living, Inc's (WNYIL's) Electronic Consumer Record (ECR) within two (2) working days of the date of service.
2. Audit all ECRs to ensure all paperwork is present.
3. Assist people being served by the Agency with filling out paperwork when necessary.
4. Distribute semi-annual satisfaction survey and compile results.
5. Attend Agency's in-service training and staff meetings as well as any other Agency-related activities as instructed.
6. Participate in maintaining a neat, clean and safe work environment.
7. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

- Must have a high school diploma or equivalent.

KNOWLEDGE & EXPERIENCE (if required)

- Must have a minimum of one (1) year experience in the customer service field.

SKILLS & ABILITIES

- Must be able to type thirty-five (35) word per minute.
- Must have intermediate level of knowledge of computers including the use of Excel spreadsheets, databases, word processing and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

WORKING CONDITIONS

WORK ENVIRONMENT	Office
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than 15 pounds.
HOURS / SHIFTS	20 hours per week. M – F 8:30 am- 12:30pm.
CLASSIFICATION	Part-time, hourly, non-exempt, Support staff. Rate: \$18.00/Hour

BENEFITS	Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program
OTHER	Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols. Western New York Independent Living, Inc. is an Equal Opportunity Employer. Reasonable accommodations will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free Agency.

POSTING INFORMATION

Closing Date: January 22, 2025

Cover Letter and Resume Required to:

Human Resource Dept.
WNY Independent Living, Inc,
3108 Main St.
Buffalo, N.Y. 14214
employment@wnyil.org