

## **REGISTRY SPECIALIST (Bi-lingual Spanish Required)**

Reports To: Registry Supervisor  
FLSA Status: Non-Exempt  
Salary Range: \$35,380-\$53,144

### **SUMMARY**

Under supervision of the Registry Supervisor, and as a member of a team, this position provides administrative and clerical support to the Registry Department.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following statements are intended to describe the general nature and level of work being performed by an individual assigned to this job. Other duties may be assigned.

- Makes and receives telephone calls and voice mails including responding to inquires/complaints involving the Registry, follow-up regarding Registry applications and training sessions, and scheduling appointments
- Uses specialized computer applications to enter and retrieve information, process eligibility determinations, issue notices, prepare correspondence, prioritize work, or perform other relevant tasks
- Assists providers with the Registry application process, checks provider references and background, and assists in the recruitment of attendees for provider training
- Provides consumer and provider support services, including assisting with provider application workshop, screening, training, and provider follow-up
- Develops, organizes and maintains various Registry and training records and files both electronic and paper, including the computerized provider registry database
- Operates office equipment including computer, photocopy machine, and fax machine
- Prepares letters, pamphlets, handouts from source data provided
- May be responsible for DOJ background check tasks including, but not limited to, processing results, entering data, follow-up, subsequent arrest notifications and general related communications
- General administrative tasks including purging files; inventorying supplies, pamphlets, and handouts; stocking supply cabinets; distributing department mail; and moving boxes and materials as needed
- Determines provider eligibility as it relates to being on the Registry
- Responsible for input and collection of data for statistical reports

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

### **INTERACTION**

Continuously interacts with the Registry department, other Public Authority staff, IHSS staff, providers, consumers, and the public.

### **EDUCATION and EXPERIENCE**

High School Diploma and two (2) years of experience in the Human Services or Human Resources field or an Associate of Arts degree in Behavioral Science and one year of experience in the Human Services field or a combination of education and work experience that provides the candidate with the necessary background to perform the requirements of the position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/ or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to exercise tact, objectivity, sensitivity, strategy, and judgment in dealing with a variety of populations in a variety of situations
- Ability to read, interpret and apply simple to complex instructions, procedures, emails, and other correspondence
- Ability to effectively communicate information in one-on-one and small group situations to consumers, providers, PA staff, and IHSS staff
- Proficient use of Windows operating systems and MS Office Suite programs including Outlook, Word, Excel, and PowerPoint.
- Ability to communicate fluently in English is required. Ability to communicate fluently in Spanish or other second language is desirable
- Knowledge of clerical, office and record keeping procedures including alphabetic, numeric, subject and chronological indexing, and filing rules and systems
- Thorough knowledge of business English (including spelling, grammar, punctuation and vocabulary) and the ability to produce letters, report documents and other written correspondence from source materials
- Attention to detail when updating and accurately maintaining records and documents, reviewing and verifying information, and resolving errors and discrepancies discovered in the course of work
- Ability to maintain confidentiality and exercise appropriate judgment in answering questions and releasing information at all times

### **OTHER REQUIREMENTS**

Successful completion of Department of Justice criminal background check and a federal debarment and exclusion list review; possession of a valid class C California Driver's License, and ability to provide proof of current automobile insurance. Use of personal vehicle may be required.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk, hear, stand for extended periods of time, fine finger manipulation, reach with hands and arms, and stoop. Specific vision abilities include close vision, and ability to adjust focus and view information on a computer screen for long periods of time. Ability to lift and carry up to 20 pounds with or without assistance.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. The Hybrid work environment varies between an office setting, Remote working from home (employees are required to be in the office 50% of the time) and in own automobile traveling throughout the County to various off-site training and recruiting venues.