



The Arc New York.
29 British American Blvd.
Latham, NY 12110
(518) 439-8311 • Fax: (518) 439-1893
www.thearcny.org
www.nysarctrustservices.org

JOB DESCRIPTION

Job Title:	Records Support Specialist
Revision Date:	5/2022
Department:	Trust Services
Direct Reports:	None
Reporting:	Customer Service/Records Manager and Assistant Manager
Status:	Full Time / Non Exempt
Location:	Latham
Travel Required:	None

POSITION OVERVIEW

The Records Support Specialist is responsible for providing administrative and clerical support to ensure effective and efficient operations of NYSARC Trust Services. Records Support Specialists are assigned to provide support to the Customer Service/Records Department. Each will be required to assist in areas outside the assigned department as needed. The Records Support Specialist is also a back-up to the Customer Service Representative.

RESPONSIBILITIES

- Provide administrative and clerical support services within the CS/Records Department. These duties include but are not limited to copying, faxing, mailing, filing, and data entry.
- Maintain Records Workflow worksteps daily.
- Assist with outside calls as needed, including researching requests and following up.
- Assist Trust Management on special projects as needed.
- Work closely with other department staff and provide support and coverage as needed in absence of Customer Service Representatives.
- Assist with the preparation of outgoing mail for assigned area.
- Prepare, send and receive documents from our front-end scanning partner.
- Any other duties as deemed necessary for Trust operations.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge: Proficient knowledge of office administration and the ability to maintain a high level of accuracy in preparing and entering information. Strong computer and organizational skills required along with the ability to gain a good understanding of departmental policies and procedures.

Skills: Must demonstrate the ability to perform the essential duties as stated above in a timely manner, must possess excellent interpersonal and communication skills, as well as the ability to work in a fast-paced environment, ability to be pleasant and courteous to co-workers, the ability to follow oral and written instructions and must be knowledgeable in Microsoft Office applications including MS Word, Excel, Access and Outlook.



The Arc New York.
29 British American Blvd.
Latham, NY 12110
(518) 439-8311 • Fax: (518) 439-1893
www.thearcny.org
www.nysarctrustservices.org

Personal Attributes: Must maintain strict confidentiality in performing the duties of Records Support Specialist and must also demonstrate the following personal attributes: be honest and trustworthy, be respectful at all times, possess cultural awareness and sensitivity and be flexible.

MINIMUM REQUIREMENTS

- Associate Degree or equivalent plus one (1) year experience performing clerical/administrative work in a professional office setting.
- Experience in Microsoft Office Applications (Word, Excel, Access and Outlook)
- Typing speed of 45+ words per minute with a minimum 95% accuracy rate
- Knowledge of supplemental needs trusts and government benefits is a plus
- Prior call center experience preferred
- Prior records management experience preferred

CERTIFICATION

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.

I certify that I have read and understand the responsibilities assigned to this position.

_____ Date: __/__/__
Employee Signature

Printed Name

_____ Date: __/__/__
Supervisor's Signature

_____ Date: __/__/__
Chief Operating Officer

Employee File Copy