



**PERSONAL ASSISTANCE
SERVICES COUNCIL**
Supporting and Enhancing Independence

Bilingual Clerk

Entry-level opportunity to transition to an office environment with stable, predictable hours and full benefits

The Personal Assistance Services Council (www.pascla.org) is the public authority for Los Angeles County's In-Home Supportive Services (IHSS) Program for seniors and persons with disabilities. Our offices are located in East Pasadena, easily accessible from the Metro Rail Gold Line/L Line or the 210 Freeway.

- \$17.35 per hour
- Monday-Friday, 8:00 am to 5:00 pm
- medical, dental and vision benefits for employee and eligible dependents
- full-time position, 40 hours per week
- paid vacation time and LA County holidays
- specific language needs for Armenian, Cantonese, Mandarin, or Spanish; fluency in any language will be considered

This entry-level clerical position answers calls and provides administrative support for our Provider Services Department, assisting LA County IHSS homecare providers with questions, procedures, and registration:

- Answer calls from homecare providers in English and one other language
- Data entry
- Filing
- Assist with online and in-person meetings and events

We're looking for an individual with good communication skills who wants to learn and grow in an office environment:

- Communicate clearly and professionally on the phone in English and one other language
- Write simple correspondence in English and one other language
- Specific needs for Armenian, Cantonese, Mandarin, or Spanish; fluency in any language will be considered
- Call center or customer service experience a plus
- Experience working with seniors and/or persons with disabilities highly valued
- Accurate data entry and typing
- Basic computer skills; proficiency in Word, Excel, Outlook and/or Zoom a plus
- High school diploma, or equivalent combination of education and experience

Email resume to
Karina Bastida
Lead Human Resources Specialist
KBastida@pascla.org