

## **ADMINISTRATIVE ASSISTANT -- MADRAS, OREGON**

BestCare Treatment Services in Madras is recruiting for an Administrative Assistant! This is a Full-Time regular position that includes a competitive benefits package, FOUR WEEKS of paid time off, NINE recognized holidays, and a retirement account option. Starting pay for this position is \$15.00 - \$19.68 depending on qualifications and experience.

BestCare Treatment Services is proud to be one of the longest-term providers of alcohol & drug rehabilitation and mental health services in the Central Oregon region. We got our start in November of 1997, thanks to a partnership between Deschutes County, State of Oregon, and St. Charles Medical Center. From a modest, singular drug rehab center, we have grown to offering residential and outpatient services in four cities in addition to the only Spanish-speaking alcohol and drug rehab facility in the state. We have helped thousands of people find the help they need in a caring and collaborative environment and we remain true to our founding mission:

***To advocate and provide compassionate care in the treatment and prevention of addiction and mental illness.***

As an agency, BestCare has a family feel with a supportive staff of hard-working professionals whose compassion and dedication is unmatched in our industry. They are smart, kind, innovative and strive to offer the best services available under all circumstances. Does this sound like you? If so, we invite you to join our team by applying for this exciting position.

Located in beautiful Central Oregon, about 45 minutes north of Bend, and surrounded by quaint farms and working cattle ranches, Madras, Oregon, is home to scenic river gorges, deep desert canyons, and other delightful treasures. The community is tight-knit and is known for its livability, affordability, community spirit as well as its rich mix of cultures. The surrounding landscape offers gorgeous snow-capped mountain views, fresh, clean rivers and lakes and breezy high desert plains. Madras is in close proximity to a myriad of destination locations for fun and relaxation including breath-taking Mt. Hood, world famous Smith Rocks State Park, and Cove Palisades State Park on Lake Billy Chinook just to name a few.

For a video tour of Madras, take a look at this video:

[Madras Oregon: Beyond the Windshield - YouTube](#)

If this sounds enticing, don't wait! Apply today and join the family!

**Title:** Administrative Assistant

**Program:** Jefferson County Community Mental Health Program

**Program Location:** Madras, Oregon

**Supervisor:** Administrative Support Supervisor/Office Manager

**Employment Status:** Full Time Regular

**FLSA Classification:** Non-Exempt, Hourly

**General Duties:** The Administrative Assistant provides necessary services to support the daily operations of the Mental Health Program. The Administrative Assistant will provide support to the Administrative Support Supervisor and other staff as needed.

**Job Relationships:**

- Reports to: Administrative Support Staff Supervisor
- Employees Supervised: None

**Language:** Bi-Lingual Spanish/English preferred

**Primary Duties:**

- Serve as the first contact for clients. Greet courteously and professionally.
- Attend to appropriate requests of clients by providing exceptional customer service experience & advocate for excellent client care.
- Answer multi-phone line system, transfer calls, and take & deliver messages.
- Provide complex, confidential, and specialized clerical and administrative activities in support of the program.
- Administrative support duties include:
  - Greeting clients, scheduling, checking in clients for appointments/groups, data entry, collect payments, verify insurance pay source, verify demographic information, create financial contracts, fax client records, obtaining consents forms and releases of information, high level of client attendance reports, scanning client records into EMR system, preparing and proofing reports, notices, correspondence, overseeing and maintaining office filing system and prescreening mail & faxes.
- Obtain COVID screenings and temperatures for clients and staff.
- Attention to detail
- Create, maintain, and enter information into databases
- Answer & create professional emails daily, document outreach to clients and document incoming referrals.
- Keep reception area and office clean, sanitized, and presentable.
- Conduct special projects
- Conduct other duties as assigned by supervisor

**Minimum Requirements:**

- One year of previous office support experience preferred.
- Have knowledge, skills and abilities demonstrating competence in the following essential job functions: experience in data collection and computer skills necessary to perform this function. Able to answer phone courteously and efficiently. Take accurate phone messages and route to appropriate person. Possess effective communication skills and know how to work cooperatively in a team environment
- Experience with general office equipment to include multi-phone line system, computers, fax machines and Microsoft office preferred.
- **Must have a positive & optimistic attitude, be eager to learn and reliable.**
- **Multi-task & working under pressure is a must.**
- Ability to show compassion towards individuals with mental health and substance abuse disorders.
- Professional communication skills to include spoken and written usage, with an emphasis on grammar and punctuation.
- **Maintain confidentiality as required by BestCare Treatment Services policies and procedures.**

- ***Must possess the ability to work independently and have the skills to be a highly collaborative team player. Must have the ability to get along with co-workers.***
- **Possess the ability to network with all resources to provide the best customer service. Use good customer service skills with the clients or family members seeking help from our programs.**
- Valid Oregon Driver's License required

#### **Tool and Equipment Used:**

Laptop computer, fax machine, scanner, copy machine, telephone, projector, word, excel, outlook and website maintenance.

#### **Physical Demands:**

The physical demands described here are representative of those an 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. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel, or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must occasionally lift and/or move up to twenty (20) pounds. Specific vision abilities required by this job include close vision and the ability to adjust and focus.

#### **Work Environment:**

The work environment characteristics described here are representative of those an 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 position requires the employee to dress in a professional manner that meets the standards for professional employees in Central Oregon.

#### **To Apply:**

Please complete the application using the link below, and submit along with a cover letter, resume with personal email address for correspondence, any applicable licenses, certifications or degrees with transcripts, and contact information for three supervisory/professional references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)