

TEMPORARY OFFICE MANAGER - MADRAS, OREGON

BestCare Treatment Services Latino Services Residential Program in Madras, Oregon is recruiting for a Temporary (Through early February) Office Manager at our residential program location! This is a 24/7 Residential Facility and candidate must be available to work any shift. This is a Part Time position that includes a c retirement account option. Starting pay for this position is \$17.00 - \$22.31/hour dependent upon 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, St. Charles Medical Center and the Central Oregon District Hospital. 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 our open position for Mental Health Crisis Therapist.

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: Office Manager (Temporary)

Program: Programa De Recuperación (PRM) – Latino Services

Program Location: Madras, Oregon

Supervisor: Program Director; Residential Program Supervisor

Employment Status: Full-Time Regular

FLSA Classification: Non-Exempt, Hourly

General Duties: Office Manager provides necessary services to administrative operation of the designated office location and supervises other administrative front office staff. Will provide support to clinical and administrative staff. The Office Manager needs to have a commitment to the mission of the agency and furthering that mission in the community. Must understand fully and adhere to the BCTS Ethics Statement. The Office Manager is also responsible for following proper and efficient administrative and clerical practices. Must be willing to comply with the policies and practices of BCTS.

Job Relationships:

- Reports to: Program Manager/Director
- Employees Supervised: Administrative Support Specialists/Office Assistants

Language: Bi-Lingual Spanish/English Required

Specific Duties:

- Acts as a leader to the administrative support staff in designated office location.
- Answer and route telephone calls and record and deliver messages. All front desk responsibilities.
- Serve as first contact for clients. Greet clients courteously and professionally. Attend to appropriate requests of clients and direct them to the person they are seeking.
- Assist, as needed with client intake duties following proper protocol.
- Verify eligibility of all clients on a weekly basis – *no exceptions*. Clients who have not been scheduled for more than one week must have eligibility checked at time of service.
- Collect and accurately record all financial transactions in the EHR: Make any notes regarding financial/important information in the EHR for all to understand.
- Provide clerical support to include photocopying, managing charts, filing, and data collection.
- Responsible for providing, reconciling, communicating information, and responding to inquiries in partnership with the Administrative Offices' A/P team regarding the program finances in terms of invoices, bills, reimbursements, petty cash, etc.
- Ensure the work area and files are organized, neat, clean, and properly supplied. Order office supplies as needed. Keep supply log and inventory current.
- Maintain strict confidentiality of PHI and clinic information. Follow current HIPAA rules. The level of access to Protected Health Information (PHI) varies due to specific job responsibilities. To make reasonable efforts to limit PHI to the minimum necessary to accomplish the intended purpose of the use, disclosure or request of PHI.

- Create and maintain all clients' files and verify all data is correct and complete. Run reports for clinical staff to complete files for billing. This includes information in the file and the EMR database.
- Prepare reports and file paperwork as assigned.
- Maintain all office equipment so it is in order and functioning. Call appropriate service provider when in need of repair or maintenance.
- Keep reception area and office clean and presentable.
- Manage incoming and outgoing mail as directed.
- Assist with setting up and scheduling meetings via Zoom or other online system.
- Conduct special projects and other duties as assigned by supervisor.

Minimum Requirements:

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. Must be able to answer phone courteously and efficiently. Take accurate phone messages and route to the appropriate person. Possess effective communication skills and ability to work cooperatively in a team environment.

Preference given to individuals with medical office and Electronic Medical Records (EMR) experience.

Have the capacity to work independently and the skills to be a team player. Must have the ability to get along with co-workers. Possess the ability to network with all resources in order to provide the best customer service. Use good customer service skills with the clients or family members seeking help from our program.

For individuals recovering from the disease of alcoholism and/or from other drug addiction, have maintained continuous sobriety for the immediate past two years and at the time of hire.

Tools and Equipment Used:

Laptop/desktop computer, fax machine, scanner, copy machine, telephone, projector, Word, Excel, Outlook, Website maintenance, and able to learn and use specific agency EMR software. Must have a current and valid driver's license.

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 focus.

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 \(bestcaretreatment.org\)](https://bestcaretreatment.org)